

eibfs

معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies

ANNUAL TRAINING PLAN 2021

"Leading a new learning experience"

since 1983

www.eibfs.ae



eibfs

معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies

since
1983



ABOUT US

Emirates Institute for Banking and Financial Studies (EIBFS), stands tall amongst its contemporaries in the field of finanacial education with a glorious legacy that spans over 38 years.

EIBFS offers world class training and education programs, through its state of the art campuses in Dubai, Sharjah and Abu Dhabi and through digital platforms especially via its own E-Learning platform INSIGHT. EIBFS covers the entire spectrum of the banking and financial services domain. EIBFS has partnerships with world class training and academic institutions across the world aimed at sharing best practices and domain expertise.

EIBFS has been at the forefront of Emiratization initiatives in the banking sector and has contributed immensely to the national objective of developing a truly world class talent pool. EIBFS has added great value to the lives of thousands of learners by helping them with accelerated career growth in banking financial services. With 30,000 learners attending various programs in 2020, EIBFS has earned the laurel of being amongst the largest training providers in the region.

FROM CHAIRMAN'S DESK



The COVID-19 pandemic resulted in unprecedented challenges for people around the world, leaving no one unscathed. It has ensured far-reaching implications for businesses and communities across sectors, especially for those in the finance domain. As the economic fallout continues, banks are bracing themselves to weather the storm and realign their priorities to overcome this crisis at the earliest.

During this challenging period, Emirates Institute for Banking and Financial Studies (EIBFS) directed our energies into creating learning tools that will allow finance professionals to function effectively in the current market and gain a competitive advantage in the future.

This renewed thinking led to the agile delivery of the digital learning portfolio of live courses, where we trained all time high of around 30,000 learners in 2020, despite the unprecedented disruption. EIBFS also took a futuristic move in this period with the launch of our own E-learning MOOCS platform Insight, featuring a major library of courses in Banking and Finance making learning more accessible and on demand.

In 2020, EIBFS also partnered with Saïd Business School, University of Oxford to design and deliver a new leadership program focused on strategic leadership in the era of disruption, aimed at developing a strategic Emirati talent pool for the leadership roles in the banking sector. On behalf of the Board of Directors, I extend my appreciation to the University of Oxford and EIBFS for this collaboration and the new synergy in the learning domain.

On behalf of EIBFS Board of Directors, I would like to place on record our appreciation to the industry for their continuous engagement in the multistage learning needs analysis and trusting your learners with EIBFS in 2020.

I wish the learners a highly rewarding learning experience in 2021.

Hesham Abdullah Al Qassim
Chairman - EIBFS



FROM GM'S DESK



Over the past four decades of it's cherished history, EIBFS has always been at the forefront of embracing and leading the change in education. Every challenge and disruption along the way were converted to golden opportunities in our endeavor to provide quality education and training to the banking and financial sector. This spirit of futuristic vision, openness to change and focus on execution helped us to give the agile response when the world witnessed the greatest disruption of the modern times.

In 2020, despite the unprecedented disruption, EIBFS marked a new milestone training 30,000 learners, the highest ever number in it's history. In the last year, the learning solutions remained completely digital for nearly three quarters. In August 2020, we launched our in-house E-learning MOOCS platform called INSIGHT, that augmented the spirit of continuous learning by making learning available anywhere and anytime.

Our 2021 learning theme is centered around the 'new learning experience', reflecting the new normal, focused on blended learning, learning journeys and lifelong learning. The Annual Training Plan 2021 features a major boost to the breadth and depth of the course portfolio with an industry leading library of 360 courses and 1168 programs. This marks a stellar 91% YoY increase in the course library, with a holistic coverage of all functional areas of banking and finance.

The major highlight of the 2021 learning solutions include the competency based blended learning pathways, flipped learning, micro learning, E-learning apart from the classroom experience. EIBFS is delighted to launch 12 role specific learning journeys covering all the key functional areas in banking.

Aligned to the National vision of developing future ready Emirati talent for the banking sector, Emiratization learning solution continues to be a core focus area for EIBFS in 2021. Our Emiratization learning solutions are focused on three key pillars of skilling the new joiner, upskilling the existing staff, and reskilling the staff in front end retail banking roles.

The growing focus on digital transformation and fintech ecosystem is causing a significant disruption in the finance and banking industry. At EIBFS, we firmly believe that technology and digitalization is an imperative part of the banking industry. However the manpower will always be in demand and the talent needs to keep up with the pace and build capacity to be able to meet the industry requirements.

On behalf of the EIBFS management team, I thank the industry for it's active involvement in the learning need analysis and various committees, which helped us to understand the evolving learning needs.

I am sure that the 2021 learning solutions will help the learners to future proof themselves through upskilling and reskilling. I wish the learners a highly enriching learning journey.

Jamal Ahmed Al Jassmi
General Manager - EIBFS

معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies
eibfs

MISSION, VISION, EIBFS VALUES

MISSION

- To constantly provide excellent banking and financial development programs to the satisfaction of our customers.
- To contribute effectively to Emiratization in the banking and finance sector.
- To upgrade and disseminate specialized knowledge in the banking and finance sector.

VISION

To be a leading institution in providing world-class education and training in banking and finance at local, regional and international level.

EIBFS values

- Professionalism
- Integrity
- Team spirit
- Accountability
- Transparency (including openness)
- Creativity
- Quality service
- Lifetime learning
- Building success
- Embracing Globalization

OBJECTIVES

- To raise the standard of performance of the workforce employed in the banking sector.
- To qualify UAE nationals for successful careers in the banking & financial sector
- To attract UAE nationals who are not employed in banks, train them to apply the concepts and methods of banking, thereby augmenting the existing pool of skilled nationals.



eibfs

معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies

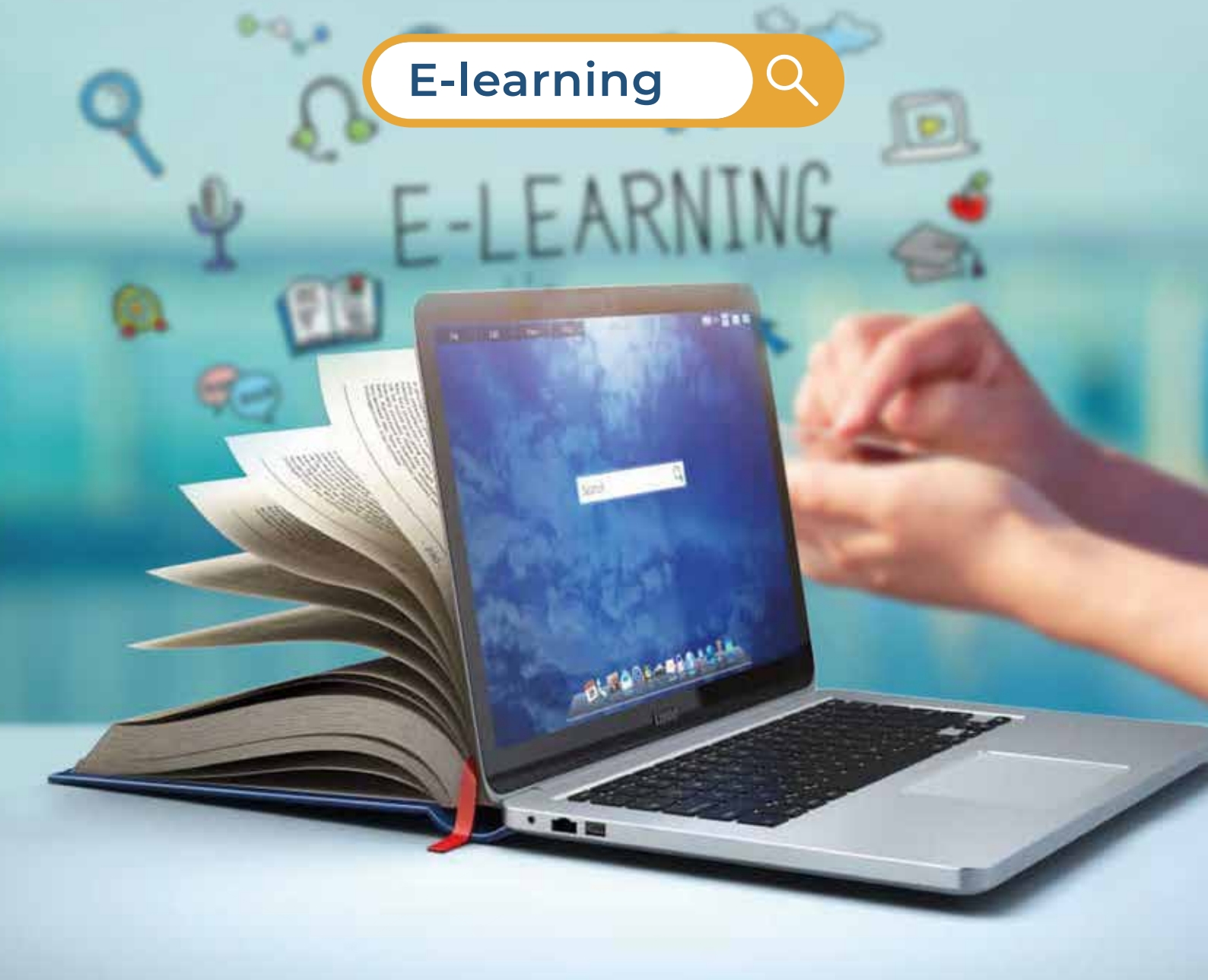
since
1983



insight

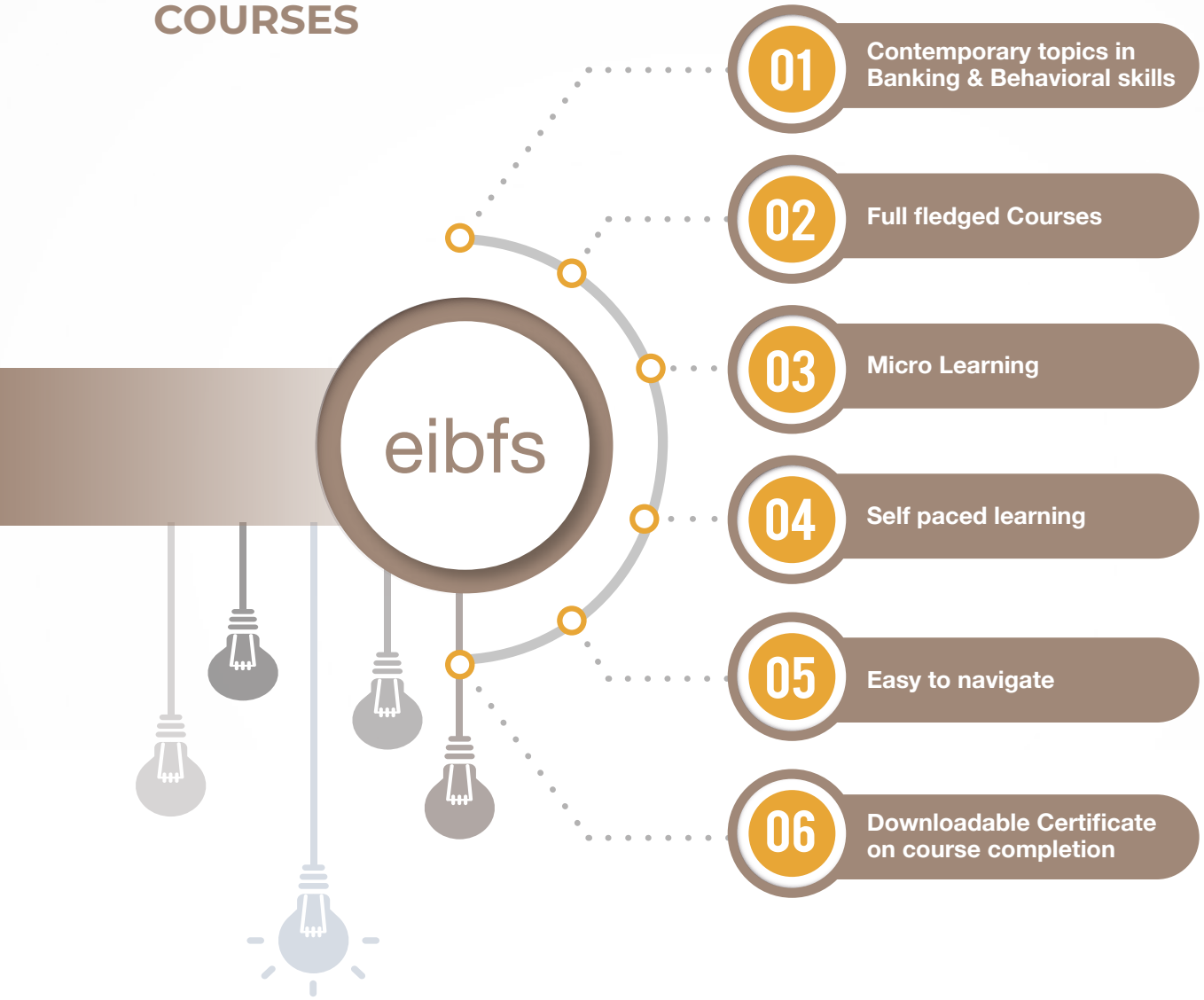
AN EIBFS SOLUTION

E-learning



INSIGHT

E-LEARNING COURSES



COURSE COVERAGE AREAS

FinTech & Data Analytics		Risk Management	
Corporate Banking & Credit Management		Islamic Banking	
Treasury & Investments		Personal Development, Management & Leadership	
Trade Finance		Quality & Business Transformation	
Compliance & Anti Money Laundering		Business Communication	

TESTIMONIALS



GARETH POWELL

Chief Human Resources Officer
Commercial Bank of Dubai
Chairman
EIBFS Technical Advisory Committee

"EIBFS was one of the few Institutions which swiftly managed the exigency arising from the disruption and adopted new learning methodologies during 2020. EIBFS quickly enabled a portfolio of interactive and engaging Virtual Instructor Led Training (VILT) courses during the pandemic apart from the self-paced E-learning option. The overall feedback was very positive from the employees. The sessions came across as professional and impactful. The flexibility for learners to attend such online training was appreciated.

On behalf of the Technical Advisory Committee, I would like to acknowledge EIBFS for the valuable role played during these challenging times to ensure impactful learning solutions for the industry. The ATP 2021, with its major portfolio of unique specialized programs and the new blended approach would greatly benefit the industry, thus supporting the development of the talent pool in the banking sector for the disruptive future"



EMAN ABDULRAZZAQ

Group Chief Human Resources Officer
Emirates NBD

"During 2020, despite the unprecedented disruption, EIBFS was quick to respond to our changing needs; they were flexible, patient and helped us in launching some of the targeted training interventions, specifically for UAE Nationals. They have also been very supportive in advising us on our nationalization training agenda, developing customized programs for different UAE national segments and delivering to our timelines.

The new learning solutions proposed for 2021, designed through a multistage learning need analysis, would support the learning needs of the industry in its effort to future proof their talent pool. I wish all the learners a truly rewarding learning experience ahead."



AHMED YOUSEF

Chief Human Resources Officer
RAKBANK

"EIBFS was one of the few institutions which were well-equipped to manage exigencies and the shift in learning methodologies. Good learning sessions require good learner experience and the right use of technology and educational resources to captivate the learner. This is where EIBFS digital learning programs stand exceptional. Learning for our employees never came to a standstill during COVID times, thanks to the remarkable support extended by the institution.

I am pleased to learn about the new learning solutions introduced in 2021 like learning pathways, microlearning, flipped learning etc. This would definitely support the upskilling and reskilling initiatives in the banking sector and prepare the talent for the future"



PETER BAKER

Chief Human Resources Officer
First Abudhabi Bank

"EIBFS is a key partner of FAB in our people development agenda. During 2020, EIBFS showed agility and customer focus by quickly adapting its programs to the digital world. This ensured that our employees continued their learning journey in a secure and safe environment. We are proud of our relationship and believe that EIBFS will play a pivotal role in the up skilling of our employees and creating FAB of the future.

We wish the learners and the industry a rewarding learning journey in 2021"

TESTIMONIALS



ABDULLA EDHAM
Regional HR Head at CITI Bank

"As an organisation that places great importance on enabling and empowering local talent, we were very impressed by EIBFS's response to the COVID-19 crisis. By introducing the flipped learning approach and migrating the learning experience online, the students were able to access rich content and continue their learning journey from the comfort of their homes. The feedback i have received on the ATP 2020 is that the modules were well-balanced and were taught at the right pace offering great clarity even in the toughest of subjects. I wish the learners a rewarding learning journey in 2021."



CORNEL EDWARD
Chief Human Resources Officer
Dubai Islamic Bank

"We have been closely engaging with EIBFS over the past many years, and I can confidently say that they have been professional, efficient and have provided exceptional training to our staff. The modules, training material and most importantly, the e-learning platform has been designed very well and have hugely benefited the participants. I am sure that the new learning solutions and delivery methods introduced in the 2021 ATP reflects the new normal in learning and would help the learners and the industry to be prepared for the disruptive times."



MARWAN SALEM ABUNWAS AL MUHAIRI
Chief Human Resources Officer
Emirates Islamic

"EIBFS's response to COVID disruption was impressive. They rapidly transitioned to digital learning and from the first month provided regular industry wide development sessions. EI works with EIBFS on many programs, particularly UAE National development and we have found EIBFS to be agile and responsive to our needs and able to support our learning agenda through deep expertise and technical knowledge. We prioritize EIBFS courses to directly develop individuals across the organization. I wish all learners a very rewarding learning experience in 2021."



BUSHRAH ABDULLAH ALSHEHHI
Head of Recruitment & Emiratization
Abudhabi Islamic Bank

"We worked closely with EIBFS in 2020 for various learning initiatives. We had a very positive experience with the learning solutions and appreciate the agility shown to flip courses from the traditional model to online using E- learning, VILT's using, Teams, and Webex since April this year. This helped us in providing the best learning experience to our employees. We are confident that the 2021 learning solutions would continue to meet the industry's growing needs towards upskilling and reskilling the workforce."

LEARNING NEEDS ANALYSIS



04.
Focus Groups
Functional Focus Group Meetings with Business Heads

05.
Stakeholder Engagement
Committee Meetings
1. L&D Committee
2. Emiratization Committee
3. Technical Advisory

03.
LNA Survey
Detailed Survey at 3 levels
1. Learners
2. L&D Heads
3. Business Heads

02.
Formal LNA Begins
By April, the Formal LNA Process Begins

01.
Market Research & Innovation
Always we are on the look out for new ideas and best practices across the globe

HOW WE UNDERSTAND THE CLIENT NEEDS ?

Multi-stage Industry Driven Learning Need Analysis

LEARNING THEME

NEW LEARNING EXPERIENCE



- CONTINIOUS LEARNING: ON TAP, ANY WHERE, ANYTIME
- LEARNING JOURNEYS FROM STANDALONE TRAININGS
- LEARNING EXPERIENCE
- PERSONALIZATION USING AI
- DESIGNED FOR MODERN LEARNER

LEARNING SOLUTIONS: WHAT'S NEW ?

1 Blended Learning Pathways

Certified blended learning journeys in

- Credit
- Relationship Management
- Treasury
- Wealth Management
- Compliance
- Fraud Management
- Islamic Retail Banking
- Trade Finance
- Business Communication

Mode :
Class/VILT, E-Learn & Mentoring

2 Micro-Learnings

- Very specific topics
- 15-20 minutes Courses in functional areas delivered on Insight.

4 Augmented Reality

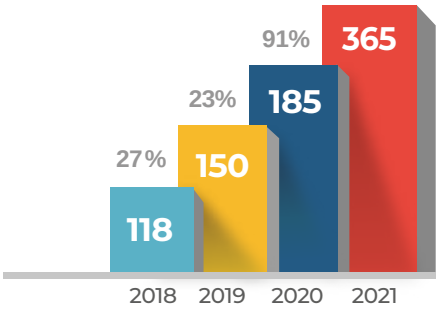
- Use of AR to boost learning experience
- Fraud related course with 5 experiences of 2-3 minutes each would be introduced in 2021.

3 Flipped Learning Courses

- E-learning followed by Class / Live sessions.
- Class/ Live session for practical discussions, case study etc.

5 E-Learning: INSIGHT

- Self paced E-learning of around 100 courses in Banking & Finance.



2021 Portfolio:

BIGGEST BOOST TO THE BREADTH & DEPTH OF COURSES

EIBFS LEARNING STRATEGY

HOW WE ARE LOOKING AT THE FUTURE ?

DONE IN 2020

- MOOCS platform
- Flipped Classrooms
- Micro Learning
- Blended Learning Journeys
- Simulations & Gamification



2021 & Beyond Plans

- LXP
- Learning App
- Learning Big Data Analytics
- AI Personalized Learning
- VR & AR

lead the change

EIBFS LEARNING SOLUTIONS 2020: KEY HIGHLIGHTS

360 Courses

1168 Program Schedules

91% Increase in Courses Yo Y

12 Learning Pathways

24 Flipped Courses

134 Programs in Fintech & Analytics

05 New Professional Certifications

01 National Qualification (Certified Retail Banker)

03 Leadership Programs

16 Professional Certificates

10 Senior Management Roundtables

158 E-Learning Programs

HOW TO EFFECTIVELY USE THE LEARNING PLAN

The Annual Learning Plan 2021 features new types of courses and delivery methods tailored for the requirements of different levels of audience.

COURSE TYPES

BLENDED LEARNING PATHWAYS

EIBFS Blended Learning pathways are learning journeys aimed at developing a holistic understanding of a functional domain.

The Pathways which typically takes 1-2 quarters for completion, has a series of classroom/live sessions, Micro learnings, E-learnings, and mentoring sessions with the Subject matter experts. More details can be found in the EIBFS Pathways category.

FLIPPED PROGRAM

A Flipped program combines E-learning with Classroom/Live sessions. All the learners attending the course will acquire the basic knowledge of the topic by mandatorily attending the E-learning module before attending the classroom/live session.

This program is designed in a way that the classroom session covers the practical aspects of the course, while the basic concepts are acquired via E-learning, making learning more impactful.

VIRTUAL INTERACTIVE LIVE TRAINING (VILT)

VILT sessions are instructor led live sessions delivered via EIBFS LMS where the learners can interact with the trainer on the live platform and through engagement tools.

The session timings are form 9AM - 1:30 PM for the VILT courses.

MICRO-LEARNING

Microlearning courses are short focused self-paced learning courses, delivered as recorded e-learnings on EIBFS Insight platform.

A Micro learning course covers a very specific topic and has a course run time of around 30 minutes. The course contains course videos, learning checks and assessments.

E-LEARNING

E-Learning is defined as full-fledged recorded self-paced courses which cover a topic comprehensively. The E-learning course delivered on EIBFS Insight platform has course videos, downloadable course materials and assessments to gauge the learning.

The typical run time of a E-learning course is around 2 hours while the actual completion time varies from one learner to another.

SIMULATION PROGRAM

These are courses where simulated environment and activities are used for the delivery of the classes. This involves hands on applications by the participants thus helping them to acquire the relevant practical skills for workplace. EIBFS has state of the art simulation room for financial markets and treasury programs.

GAMIFIED COURSES

These are courses where the learning outcomes of the program will be achieved through well designed games than lectures. The participants will work together in various activities and each activity will be followed by the discussion of the learnings.

COURSE LEVELS

FOUNDATION PROGRAMS

Foundation Programs are meant for learners who are new to the topic to build conceptual building blocks on the domain. This ensure conceptual clarity before proceeding to specialized areas.

INTERMEDIATE PROGRAMS

Intermediate Programs add to the foundation programs by with key skillsets to help them relate the learnings to the practical domains.

SPECIALIZATION PROGRAMS

These courses represent key technical topics within a larger domain. These are focused courses and can be attended only with relevant work experience or after completion of the prerequisites these courses will carry an assessment at the end of the program.

PRACTITIONERS TRACK

These are advanced programs facilitated by industry experts designed for the practitioners in the area to discuss real use cases and ensure peer to peer learning

MASTERCLASSES

These are very specialized advanced courses to be delivered by experts in the domain. These courses should be attended only after acquiring relevant conceptual knowledge of the topic based on the learning pathway and/ or relevant experience in the domain.



eibfs

معهد الامارات للدراسات المصرفية والمالية

Emirates Institute for Banking and Financial Studies



OUR PARTNERS
































KAPLAN
هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY
IBS
معهد الدراسات المصرفية
INSTITUTE OF BANKING STUDIES
INTUITION
WWW.INTUITION.COM
香港銀行學會
The Hong Kong Institute of Bankers
GARP
Global Association of Risk Professionals
CIPD
Chartered Institute of Personnel and Development
CBFS
IBFIM
IQF
International Quality Federation
CISI
CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT
DUBAI CHAMBER
DUBAI BUSINESS WOMEN COUNCIL
ACAMS
Advancing Financial Crime Professionals Worldwide
BIBF
LEADING EXCELLENCE
GBSA
جمعية الخليج للسندات والصكوك
THE GULF BOND AND SUKUK ASSOCIATION

INDEX

Code	SENIOR MANAGEMENT ROUNDTABLES	Level	Course Type	Page No.
1666	Artificial Intelligence & Machine learning insights for leaders	SPECIALIZATION	Class/VILT	45 - 50
1667	Blockchain for leaders	SPECIALIZATION	Class/VILT	
1668	Fintech & digital transformation overview for senior management	SPECIALIZATION	Class/VILT	
1669	Leading using data	SPECIALIZATION	Class/VILT	
1670	Capital planning in banks	SPECIALIZATION	Class/VILT	
1671	Corporate governance for leaders	SPECIALIZATION	Class/VILT	
1672	Cybersecurity essentials for senior management	SPECIALIZATION	Class/VILT	
1673	Tone at the top - creating a compliance culture	SPECIALIZATION	Class/VILT	
1674	Blue ocean strategy for leaders	SPECIALIZATION	Class/VILT	
1675	Leading in a disruptive era	SPECIALIZATION	Class/VILT	

Code	FINTECH & ANALYTICS	Level	Course Type	Page No.
1813	Future of banking: embracing technology disruption	FOUNDATION	Class/VILT	51 - 60
1814	Fintech 101	FOUNDATION	Class/VILT	
1801	Excel primer	FOUNDATION	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1815	Blockchain 101	INTERMEDIATE	Class/VILT	
1816	Artificial intelligence & Machine learning 101	INTERMEDIATE	Class/VILT	
1817	Internet of things (IOT) applications in financial sector	INTERMEDIATE	Class/VILT	
1818	Cybersecurity essentials for all	INTERMEDIATE	Class/VILT	
1812	Data consolidation & analysis using Excel	INTERMEDIATE	Class/VILT	
1819	Statistical analysis using Excel	INTERMEDIATE	Class/VILT	
6065	Data driven decision making	INTERMEDIATE	E-Learn	
6009	Presenting data effectively using pivot table and charts	INTERMEDIATE	E-Learn	
6095	Beginner's guide in using Excel	INTERMEDIATE	E-Learn	
6118	A beginner's guide to Excel macros	INTERMEDIATE	E-Learn	
6292	Effective data presentation using charts	INTERMEDIATE	E-Learn	
1824	Agile 101	SPECIALIZATION	Class/VILT	
1825	Regtech 101	SPECIALIZATION	Class/VILT	
1826	Islamic fintech 101	SPECIALIZATION	Class/VILT	
1837	Cryptocurrency 101	SPECIALIZATION	Class/VILT	
1835	Robotic process automation	SPECIALIZATION	Class/VILT	
1808	Financial modeling using Excel	SPECIALIZATION	Class/VILT	

1827	Dashboard creation using excel	SPECIALIZATION	Class/VILT	51 - 60
1830	Introduction to sales analytics	SPECIALIZATION	Class/VILT	
1831	Introduction to fraud analytics	SPECIALIZATION	Class/VILT	
1836	SQL primer for data analysis	SPECIALIZATION	Class/VILT	
1839	Data visualization using Power BI	SPECIALIZATION	Class/VILT	
6232	Dashboard using Tableau public	SPECIALIZATION	E-Learn	
1828	Blockchain practitioner's track	PRACTITIONERS TRACK	Class/VILT	
1829	Cybersecurity practitioner's track	PRACTITIONERS TRACK	Class/VILT	
1832	Artificial intelligence & Machine learning practitioner's track	PRACTITIONERS TRACK	Class/VILT	
1820	Analytics using python – Masterclass	MASTERCLASS	Flipped	

Code	CORPORATE BANKING & CREDIT	Level	Course Type	Page No.
1222	Accounting for Non-Accountants	FOUNDATION	Class/VILT	61 - 72
1204	Financial statement analysis primer	FOUNDATION	Class/VILT	
1224	Cash flow statement analysis	FOUNDATION	Class/VILT	
5168	Identifying red flags using financial statements	FOUNDATION	Class/VILT	
1219	Credit proposal writing	INTERMEDIATE	Class/VILT	
1220	Current economic trends	INTERMEDIATE	Class/VILT	
1217	Retail credit cycle	INTERMEDIATE	Class/VILT	
1202	Credit appraisal methods	INTERMEDIATE	Class/VILT	
1232	Credit analysis using bank statement	INTERMEDIATE	Class/VILT	
1231	Identifying business opportunities from financial statement	INTERMEDIATE	Class/VILT	
1425	Treasury solutions for relationship managers	INTERMEDIATE	Class/VILT	
1205	Retail problem loan management	INTERMEDIATE	Class/VILT	
6350	Balance sheet analysis	INTERMEDIATE	E-Learn	
6351	Corporate banking credit products	INTERMEDIATE	E-Learn	
6352	Corporate banking Non-Credit products	INTERMEDIATE	E-Learn	
6353	Exposure at default & Loan given default	INTERMEDIATE	E-Learn	
6354	Credit risk measurement probability of default	INTERMEDIATE	E-Learn	
6355	Financial ratios	INTERMEDIATE	E-Learn	
6356	Income statement analysis	INTERMEDIATE	E-Learn	
6357	Credit analysis using dupont analysis	INTERMEDIATE	E-Learn	
6358	Early warning system for problem loans	INTERMEDIATE	E-Learn	
6359	Understanding income statement, balance sheet and financial ratios	INTERMEDIATE	E-Learn	
1234	Fraud & AML red flags for relationship managers	SPECIALIZATION	Class/VILT	
1207	Real estate & contracting finance	SPECIALIZATION	Class/VILT	
1209	Syndicated loans	SPECIALIZATION	Class/VILT	

1218	Corporate debt restructuring	SPECIALIZATION	Class/VILT	61 - 72
1227	IFRS – 9 for credit professionals	SPECIALIZATION	Class/VILT	
1228	Risk adjusted return on capital (RAROC)	SPECIALIZATION	Class/VILT	
1229	Credit documentation	SPECIALIZATION	Class/VILT	
1233	IFRS – 15 revenue from contracts	SPECIALIZATION	Class/VILT	
1221	Cash management and transaction banking	SPECIALIZATION	Class/VILT	
1239	Supply chain finance	SPECIALIZATION	Class/VILT	
1235	Financial institution credit analysis	SPECIALIZATION	Class/VILT	
1237	Interpreting external credit rating for corporates	SPECIALIZATION	Class/VILT	
1238	Risk mitigation using insurance	SPECIALIZATION	Class/VILT	
1206	Project financing masterclass	MASTERCLASS	Class/VILT	
1223	IFRS masterclass	MASTERCLASS	Class/VILT	

Code	TREASURY & INVESTMENTS	Level	Course Type	Page No.
1419	Time value of money applications	FOUNDATION	Class/VILT	73 - 84
1430	Simulated financial market experience for beginners	FOUNDATION	Simulation	
1412	Treasury insights for Non-Treasury staff	FOUNDATION	Class/VILT	
1405	Foreign exchange (FX) primer	FOUNDATION	Class/VILT	
1422	Debt capital markets (DCM) & Fixed income	INTERMEDIATE	Flipped	
1428	Corporate finance	INTERMEDIATE	Class/VILT	
1416	Technical analysis	INTERMEDIATE	Simulation	
1431	Money markets	INTERMEDIATE	Class/VILT	
1407	Derivatives	INTERMEDIATE	Class/VILT	
1433	Asset & Liabilities management primer	INTERMEDIATE	Class/VILT	
1418	Treasury operations	INTERMEDIATE	Class/VILT	
1427	Treasury & Portfolio management bourse game	INTERMEDIATE	Class/VILT	
1437	Investment asset classes & Vehicles	INTERMEDIATE	Class/VILT	
1954	Futures pricing, margining and Settlement process	INTERMEDIATE	E-Learn	
1435	Credit derivatives	INTERMEDIATE	E-Learn	
6268	Introduction to forward contracts	INTERMEDIATE	E-Learn	
6269	Introduction to futures contracts	INTERMEDIATE	E-Learn	
6270	Introduction to options contracts	INTERMEDIATE	E-Learn	
6272	Option pricing	INTERMEDIATE	E-Learn	
6273	Types of bonds	INTERMEDIATE	E-Learn	
6274	Bond yields	INTERMEDIATE	E-Learn	
6275	Bond yield curves & Analysis	INTERMEDIATE	E-Learn	
6276	Bond duration & Convexity	INTERMEDIATE	E-Learn	

6293	Industry regulation	INTERMEDIATE	E-Learn	73 - 84
6075	How to protect portfolio from a market crash	INTERMEDIATE	E-Learn	
6122	Technical analysis series: Technical analysis & dow theory	INTERMEDIATE	E-Learn	
6123	Technical analysis series: Type of charts & candle sticks	INTERMEDIATE	E-Learn	
6294	Technical analysis series: Tools	INTERMEDIATE	E-Learn	
1423	Behavioral finance	SPECIALIZATION	Class/VILT	
1425	Treasury solutions for relationship managers	SPECIALIZATION	Class/VILT	
1951	SCA regulations: An overview	SPECIALIZATION	Class/VILT	
1436	Interest rate derivatives	SPECIALIZATION	Class/VILT	
1953	Advanced option strategy	SPECIALIZATION	Class/VILT	
1438	Portfolio creation and Asset allocation	SPECIALIZATION	Class/VILT	
6271	Introduction to swap contracts	SPECIALIZATION	E-Learn	
1434	Asset & Liabilities management practitioner's track	PRACTITIONERS TRACK	Class/VILT	
1414	Exotic options & Structured products masterclass	MASTERCLASS	Class/VILT	
1411	Equity research masterclass	MASTERCLASS	Class/VILT	

Code	COMPLIANCE & AUDIT	Level	Course Type	Page No.
1907	Introduction to financial crimes	FOUNDATION	Class/VILT	85 - 96
1934	AML for non compliance staff	FOUNDATION	Class/VILT	
1935	CBUAE regulations: Corporate	FOUNDATION	Class/VILT	
1936	CBUAE regulations: Retail	FOUNDATION	Class/VILT	
1928	Internal audit	FOUNDATION	Class/VILT	
6259	Internal fraud	INTERMEDIATE	E-Learn	
6242	Identity crime	INTERMEDIATE	E-Learn	
6266	Card frauds	INTERMEDIATE	E-Learn	
6228	Cheque fraud prevention	INTERMEDIATE	E-Learn	
6241	How strong is your password?	INTERMEDIATE	E-Learn	
6239	European union directives	INTERMEDIATE	E-Learn	
6267	GOAML & STR	INTERMEDIATE	E-Learn	
6240	Financial intelligence units (FIU)	INTERMEDIATE	E-Learn	
6256	Ultimate beneficial ownership (UBO)	INTERMEDIATE	E-Learn	
6253	Politically exposed persons (PEPS)	INTERMEDIATE	E-Learn	
6125	Methods of money laundering	INTERMEDIATE	E-Learn	
6140	Money laundering red flags	INTERMEDIATE	E-Learn	
6141	AML risk based approach	INTERMEDIATE	E-Learn	
1225	Identifying red flags using financial statements	SPECIALIZATION	Class/VILT	
1831	Introduction to fraud analytics	SPECIALIZATION	Class/VILT	

1818	Cybersecurity essentials for all	SPECIALIZATION	Class/VILT	85 - 96
1946	Document screening & Signature examination	SPECIALIZATION	Class/VILT	
1955	Fraud investigations	SPECIALIZATION	Class/VILT	
1938	Sanctions monitoring	SPECIALIZATION	Class/VILT	
1901	AML Laws, regulations and international guidelines	SPECIALIZATION	Class/VILT	
1825	Regtech 101	SPECIALIZATION	Class/VILT	
1951	SCA regulations: An overview	SPECIALIZATION	Class/VILT	
1952	General data protection regulation (GDPR) essentials	SPECIALIZATION	Class/VILT	
1937	Common reporting standards (CRS)	SPECIALIZATION	Class/VILT	
1922	FATCA rules and regulations	SPECIALIZATION	Class/VILT	
1949	Treasury audit	SPECIALIZATION	Class/VILT	
1948	AML audit	SPECIALIZATION	Class/VILT	
1950	Credit audit	SPECIALIZATION	Class/VILT	
1520	Sales audit	SPECIALIZATION	Class/VILT	
1130	Trade based financial crimes	SPECIALIZATION	Class/VILT	
1945	Fraud prevention and Detection masterclass	MASTERCLASS	Class/VILT	
1939	Effective compliance monitoring system masterclass	MASTERCLASS	Class/VILT	

Code	RISK MANAGEMENT & GOVERNANCE	Level	Course Type	Page No.
1911	Risk management in banks	FOUNDATION	Class/VILT	97 - 102
1914	Credit risk management	INTERMEDIATE	Class/VILT	
1913	Market risk management	INTERMEDIATE	Class/VILT	
1910	Operational risk management	INTERMEDIATE	Class/VILT	
1909	Liquidity risk management	INTERMEDIATE	Class/VILT	
1921	Key risk indicators in risk management	INTERMEDIATE	Class/VILT	
6261	Internal capital adequacy assessment process	INTERMEDIATE	E-Learn	
6262	Funds transfer pricing	INTERMEDIATE	E-Learn	
6263	Black swan event	INTERMEDIATE	E-Learn	
6264	Risk appetite & Risk tolerance	INTERMEDIATE	E-Learn	
6265	Value at risk (VAR)	INTERMEDIATE	E-Learn	
6074	IFRS-9 highlights for credit professionals	INTERMEDIATE	Class/VILT	
1931	Transfer pricing	SPECIALIZATION	Class/VILT	
1909	Business continuity planning	SPECIALIZATION	Class/VILT	
1228	Risk adjusted return on capital (RAROC)	SPECIALIZATION	Class/VILT	
1942	Stress testing masterclass	MASTERCLASS	Class/VILT	
1941	Basel insights masterclass	MASTERCLASS	Class/VILT	

Code	ISLAMIC BANKING	Level	Course Type	Page No.
1702	Introduction to Islamic Banking	FOUNDATION	Flipped	103 - 110
1713	Islamic asset products	FOUNDATION	Class/VILT	
1714	Islamic liability products	FOUNDATION	Class/VILT	
1722	Card products in Islamic Banks	INTERMEDIATE	Class/VILT	
1715	Islamic corporate working capital and trade products	INTERMEDIATE	Class/VILT	
1716	Islamic equity & Investment products	INTERMEDIATE	Class/VILT	
1717	Sukuk	INTERMEDIATE	Flipped	
6222	AAOIFI Shari'ah standard on Murabahah (No:8)	INTERMEDIATE	E-Learn	
6221	AAOIFI Shari'ah standard on Ijarah (No:9)	INTERMEDIATE	E-Learn	
6283	AAOIFI Shari'ah standard on gold and its trading parameters in Shari'ah (No:57)	INTERMEDIATE	E-Learn	
6284	AAOIFI Shari'ah standard on sale of debt (No:59)	INTERMEDIATE	E-Learn	
6285	Shari'ah compliance guidelines for islamic products and transactions	INTERMEDIATE	E-Learn	
6286	Code of ethics for islamic finance professionals (AAOIFI guidelines)	INTERMEDIATE	E-Learn	
6287	Letter of credit in Islamic Bank	INTERMEDIATE	E-Learn	
6288	Personal financing through commodity Murabaha	INTERMEDIATE	E-Learn	
6289	Card products in Islamic Banks	INTERMEDIATE	E-Learn	
6290	Vehicle Murabahah	INTERMEDIATE	E-Learn	
6117	Islamic Banking investment products	INTERMEDIATE	E-Learn	
1718	Islamic derivatives & Hedging products	SPECIALIZATION	Class/VILT	
1826	Islamic Fintech 101	SPECIALIZATION	Class/VILT	
1721	AAOIFI standards for Islamic Banking products and transactions	SPECIALIZATION	Class/VILT	
1719	AAOIFI accounting standards masterclass	MASTERCLASS	Class/VILT	
1720	Risk management in Islamic Banking masterclass	MASTERCLASS	Flipped	

Code	RETAIL, OPERATIONS & TRADE FINANCE	Level	Course Type	Page No.
1123	Introduction to banking: A new joiners perspective	FOUNDATION	Class/VILT	111 - 118
1102	Banking practice and law in the UAE	FOUNDATION	Class/VILT	
1121	Value added tax	FOUNDATION	Class/VILT	
1107	Financial planning	INTERMEDIATE	Class/VILT	
1120	Card operations	INTERMEDIATE	Class/VILT	
1101	Bank guarantees	INTERMEDIATE	Class/VILT	
1617	Project management	INTERMEDIATE	Class/VILT	
1111	Trade finance primer	INTERMEDIATE	Class/VILT	
1126	Retail banking products	INTERMEDIATE	Class/VILT	
1125	Retail banking operations	INTERMEDIATE	Class/VILT	

1122	Incoterms	INTERMEDIATE	Class/VILT	111 - 118
1126	Finance for non-finance	INTERMEDIATE	Class/VILT	
6260	Documentary collections	INTERMEDIATE	E-Learn	
6261	Trade finance documents examination	INTERMEDIATE	E-Learn	
1239	Supply chain finance	SPECIALIZATION	Class/VILT	
1130	Trade based financial crimes	SPECIALIZATION	Class/VILT	
1113	Trade finance documents examination (ISBP) Masterclass	MASTERCLASS	Class/VILT	
1124	Trade finance - Masterclass	MASTERCLASS	Class/VILT	

Code	HUMAN CAPITAL, MANAGEMENT & LEADERSHIP SKILLS	Level	Course Type	Page No.
1638	Aspiring manager program	FOUNDATION	Class/VILT	119 - 130
1609	Stress management	FOUNDATION	Class/VILT	
1626	Giving effective feedback	FOUNDATION	Class/VILT	
1627	Personal branding	FOUNDATION	Class/VILT	
1628	Managing change & Uncertainty	FOUNDATION	Class/VILT	
1629	Work life balance	FOUNDATION	Class/VILT	
1631	Diversity, equality & inclusion	FOUNDATION	Class/VILT	
1634	Managing multiple tasks, Priorities, Deadlines	FOUNDATION	Class/VILT	
1623	Getting most out of your 24 hours	FOUNDATION	Class/VILT	
1639	Introduction to neuro linguistic programming (NLP)	FOUNDATION	Class/VILT	
1640	Basic arabic communication for non-native speakers	FOUNDATION	Class/VILT	
1662	Mindfulness 101	FOUNDATION	Class/VILT	
1643	Art of networking	FOUNDATION	Class/VILT	
1236	Campus to corporate	FOUNDATION	Class/VILT	
1644	Technology for Non-Tech	FOUNDATION	Class/VILT	
1649	Creating engaging presentations using power point	FOUNDATION	Flipped	
1650	Learning to learn 101	FOUNDATION	Class/VILT	
1641	Coaching skills for managers	INTERMEDIATE	Class/VILT	
1637	New manager program	INTERMEDIATE	Class/VILT	
1617	Project management	INTERMEDIATE	Class/VILT	
1616	Learning need analysis	INTERMEDIATE	Class/VILT	
1613	Performance management & Appraisal	INTERMEDIATE	Class/VILT	
1635	Building & Leading high-Performance team	INTERMEDIATE	Class/VILT	
1612	Leading with emotional intelligence	INTERMEDIATE	Class/VILT	
1632	Intrapreneurship	INTERMEDIATE	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	

1648	Leadership fundamentals	INTERMEDIATE	Class/VILT	119 - 130
1647	Leadership communications	INTERMEDIATE	Class/VILT	
6060	Working from home: Tips & Tricks	INTERMEDIATE	E-Learn	
6063	Staying positive during disruptive times	INTERMEDIATE	E-Learn	
6076	Overcoming procrastination	INTERMEDIATE	E-Learn	
6120	English punctuation	INTERMEDIATE	E-Learn	
6124	Creating goodwill with emails	INTERMEDIATE	E-Learn	
6131	Happy life	INTERMEDIATE	E-Learn	
6139	Productive presentations	INTERMEDIATE	E-Learn	
6130	Introduction to mindfulness	INTERMEDIATE	E-Learn	
1624	Talent acquisition & Succession planning	SPECIALIZATION	Class/VILT	
1645	Train the trainer	SPECIALIZATION	Class/VILT	
1646	Balance score card	SPECIALIZATION	Class/VILT	

Code	INNOVATION, QUALITY & BUSINESS EXCELLENCE	Level	Course Type	Page No.
1001	5S strategy	FOUNDATION	Flipped	131 - 138
6277	Process map and process calculations	FOUNDATION	E-Learn	
6278	Gantt chart	FOUNDATION	E-Learn	
6279	Histogram	FOUNDATION	E-Learn	
6280	Pareto chart	FOUNDATION	E-Learn	
6281	Control chart	FOUNDATION	E-Learn	
6282	Hypothesis testing	FOUNDATION	E-Learn	
6283	Research methodology for business research	FOUNDATION	E-Learn	
1002	Business process Re-Engineering	INTERMEDIATE	Flipped	
1007	Seven tools of quality	INTERMEDIATE	Class/VILT	
1008	Change management	INTERMEDIATE	Flipped	
1003	Lean six sigma	INTERMEDIATE	Flipped	
1824	Agile 101	INTERMEDIATE	Class/VILT	
1009	Kanban	INTERMEDIATE	Class/VILT	
1525	Customer experience	INTERMEDIATE	Class/VILT	
1011	Blue ocean strategy	INTERMEDIATE	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1632	Intrapreneurship	INTERMEDIATE	Class/VILT	

Code	MARKETING, SALES & CUSTOMER SERVICE	Level	Course Type	Page No.
1523	Customer service game	FOUNDATION	Class/VILT	139 - 146
1525	Customer experience	FOUNDATION	Class/VILT	
1526	Customer service on social media	FOUNDATION	Class/VILT	
1513	Debt collection skills	FOUNDATION	Class/VILT	
1508	Powerful telesales skills	FOUNDATION	Class/VILT	
1519	Negotiation skills	FOUNDATION	Class/VILT	
1509	Business etiquette	FOUNDATION	Class/VILT	
1522	Handling objections	FOUNDATION	Class/VILT	
1524	Art of cross selling	FOUNDATION	Class/VILT	
1528	Key account management	INTERMEDIATE	Class/VILT	
1515	Social media and digital marketing	INTERMEDIATE	Class/VILT	
1512	Effective selling techniques	INTERMEDIATE	Class/VILT	
1514	Managing successful sales team	INTERMEDIATE	Class/VILT	
1511	New banking products development	INTERMEDIATE	Class/VILT	
1528	Key account management	INTERMEDIATE	Class/VILT	
1520	Sales Audit	SPECIALIZATION	Class/VILT	
1527	Social media and digital marketing - Practitioner's track	PRACTITIONERS TRACK	Class/VILT	

Code	BUSINESS COMMUNICATION	Level	Course Type	Page No.
1649	Creating engaging presentations	INTERMEDIATE	Flipped	147 - 150
1314	Professional email correspondence	INTERMEDIATE	Flipped	
1317	Delivering speeches or Presentations	INTERMEDIATE	Flipped	
1529	Business writing	SPECIALIZATION	Flipped	
1318	Writing proposals & reports	SPECIALIZATION	Flipped	
1315	Communicating across cultures	SPECIALIZATION	Flipped	
1316	Crafting persuasive messages	SPECIALIZATION	Flipped	

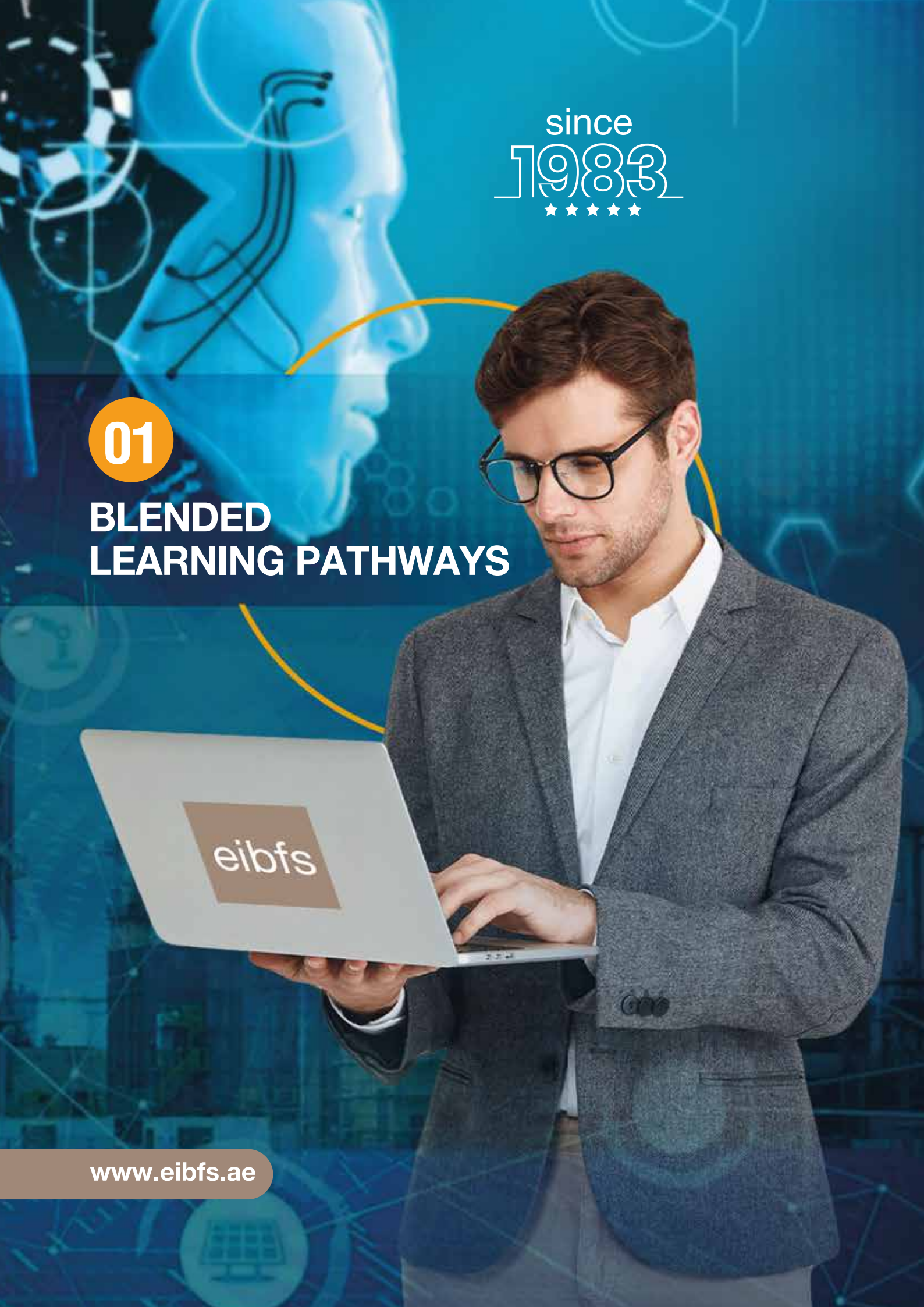
معهد الامارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



since
1983

01

BLENDED LEARNING PATHWAYS



www.eibfs.ae

PATHWAY FRAMEWORK



01. DURATION

- The learning pathway is designed over a period of close 1 to 2 quarters.
- The successful learners will be awarded the Certificate by EIBFS post the final assessments.

02. ASSESSMENT

- There will be formative and summative assessments during the journey.
- Completion of all the courses is mandatory to qualify for certification.
- Summative assessment will be an objective online exam conducted 4 times in a year covering all the topics covered in the learning pathway

03. MENTORING

- The pathway will have two mentoring sessions with subject matter expert. The dates will be announced subsequently.

04. PROGRAM INVESTMENT

- As these programs are part of EIBFS Annual training plan, there wont be any additional training cost.
- However, an Exam and Certification fee of AED 1000 per person will apply for candidates appearing for the Certification.

05. TARGET AUDIENCE

- The Learning pathway is targeted at an intermediate to advanced level focused on creating a working knowledge of the domain.
- The ideal target audience is individual contributors with 1-2 years experience and/or new graduates being groomed for functional areas.
- Existing employees in the domain looking forward to updating their skills and getting certified can also join the pathway.

06. RECOGNITION OF PRIOR LEARNING

- Learners who have attended the courses in the pathway at EIBFS in 2020, can be exempt from attending these courses upon producing Certificate of attendance.

CREATING BUSINESS IMPACT FROM PATHWAY: SUGGESTIONS

1. Job Placement in respective domain while undertaking the learning journey

- To ensure effective learning which translates to business impact, it is important that the learner is placed to some role in the domain while undergoing the learning journey.

2. Line Manager Involvement : Debriefing sessions

- As the topics are highly technical in nature and involve practical aspects, the learning effectiveness is when the line manager gets involved in the learning
- It is suggested that post each topic there is a one on one debriefing session

EIBFS LEARNING PATHWAYS

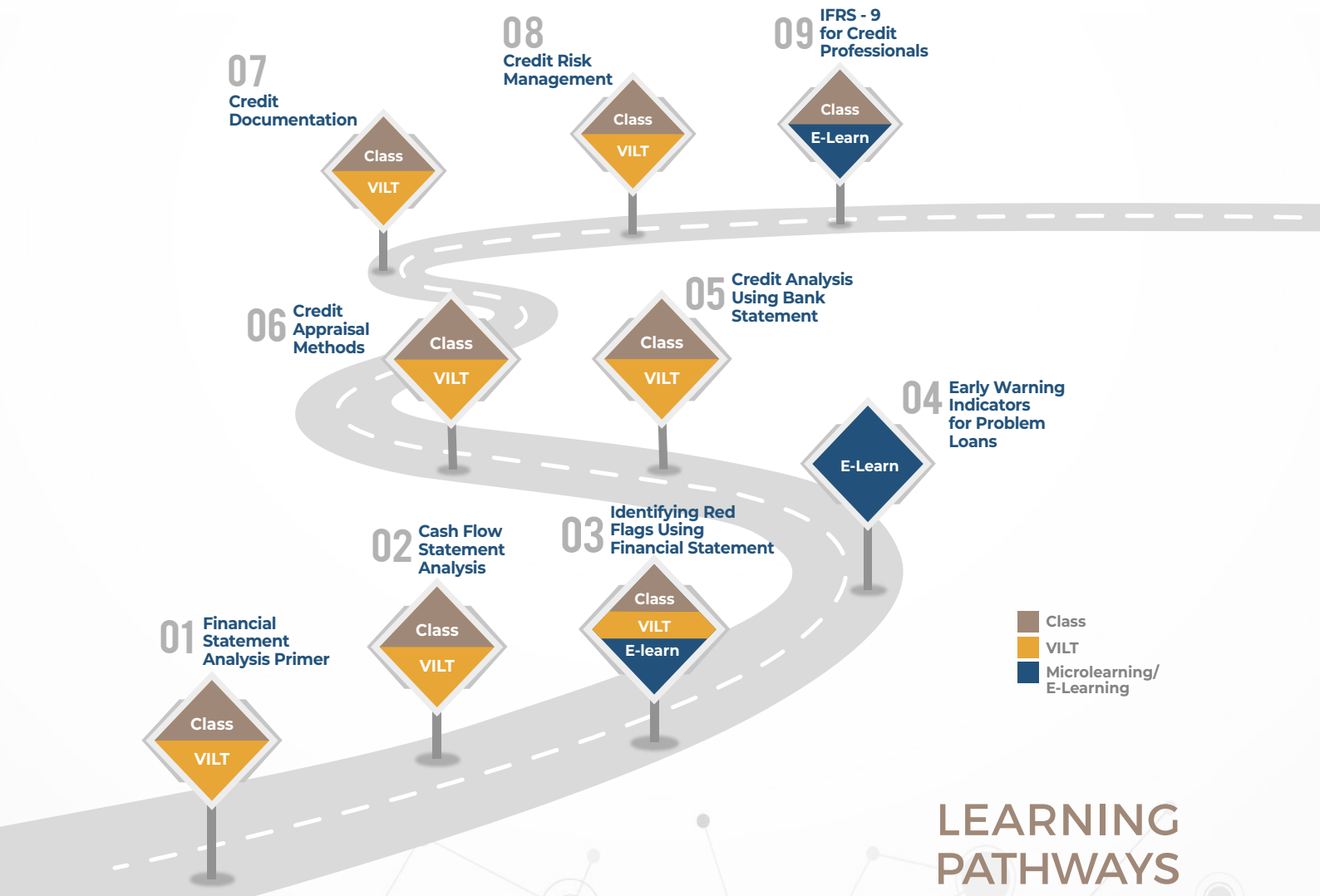
EIBFS CERTIFIED CREDIT PROFESSIONAL

Related Roles :

Credit Analyst, Credit Manager, Credit Operations, Credit Monitoring, Credit Risk or similar related roles.

Upon completion of the learning pathway, the learners will be able to:

- Develop working knowledge of the credit management process from initiation, underwriting, monitoring and credit risk management.
- Understand and apply the credit analysis methodologies using financial statement analysis and other techniques.
- Prepare sound credit proposals for approvals.
- Develop working knowledge on the credit documentation framework and methods.
- Understand, analyze and report credit risk as per the Basel guidelines, IFRS-9 etc.



LEARNING PATHWAYS

Credit Professional

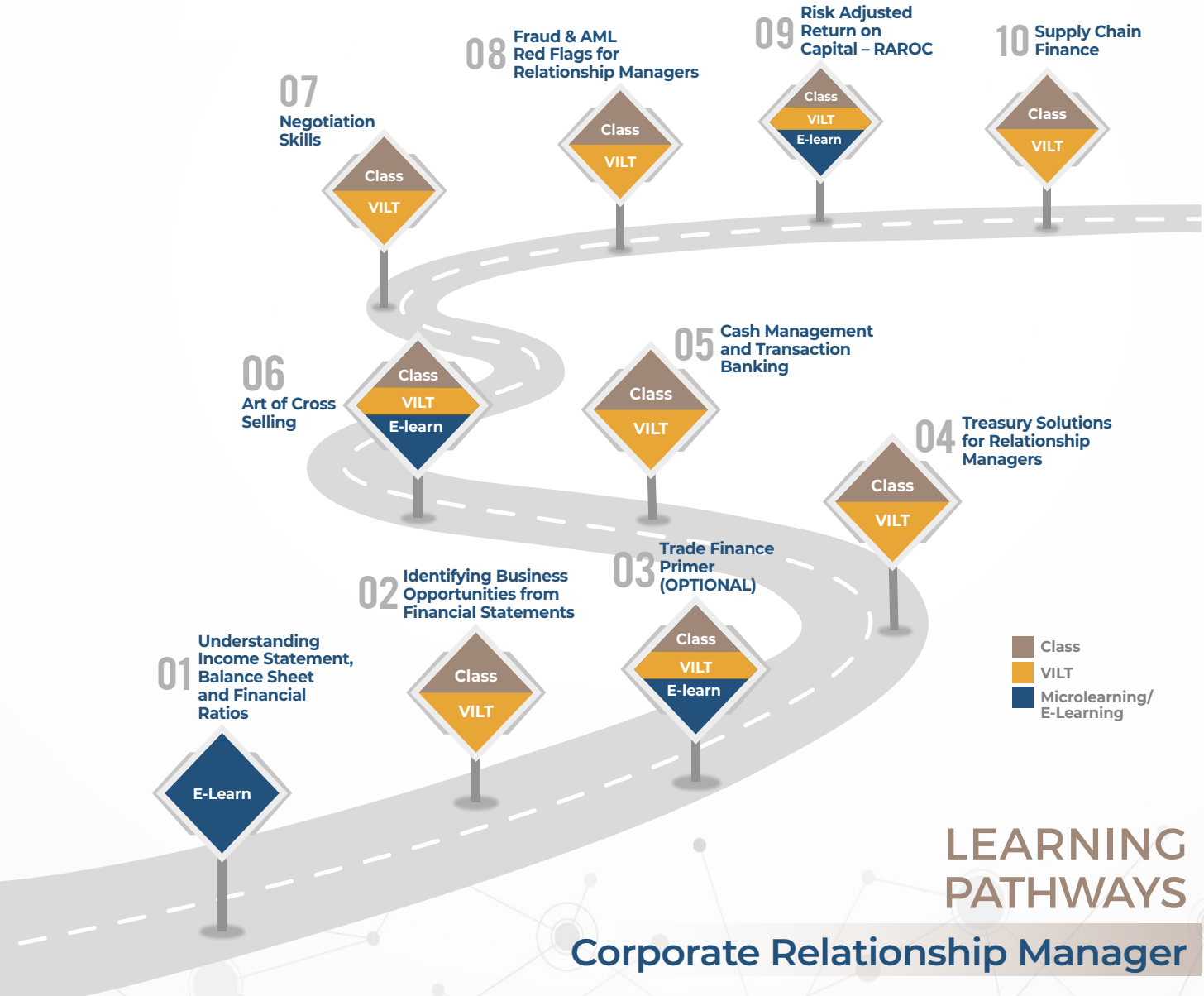
EIBFS CERTIFIED CORPORATE RELATIONSHIP MANAGER

Related Roles :

Relationship Manager, Assistant Relationship Manager, or similar client facing roles in Corporate and Business Banking

Upon completion of the learning pathway, the learners will be able to:

- Understand how to acquire, sustain, and offer right products to the corporate clients for all their business requirements.
- Understand the client's business to assess business opportunity and risks.
- Knowledge of sound credit proposals for approvals.
- Know the compliance aspects regarding fraud and red flags to monitor and prevent losses.
- Understand and analyze financial statements to know the financial strength of the companies.
- Acquire the skill of powerful negotiation, cross and upselling to increase the wallet share of the Bank.



LEARNING PATHWAYS

Corporate Relationship Manager

EIBFS LEARNING PATHWAYS

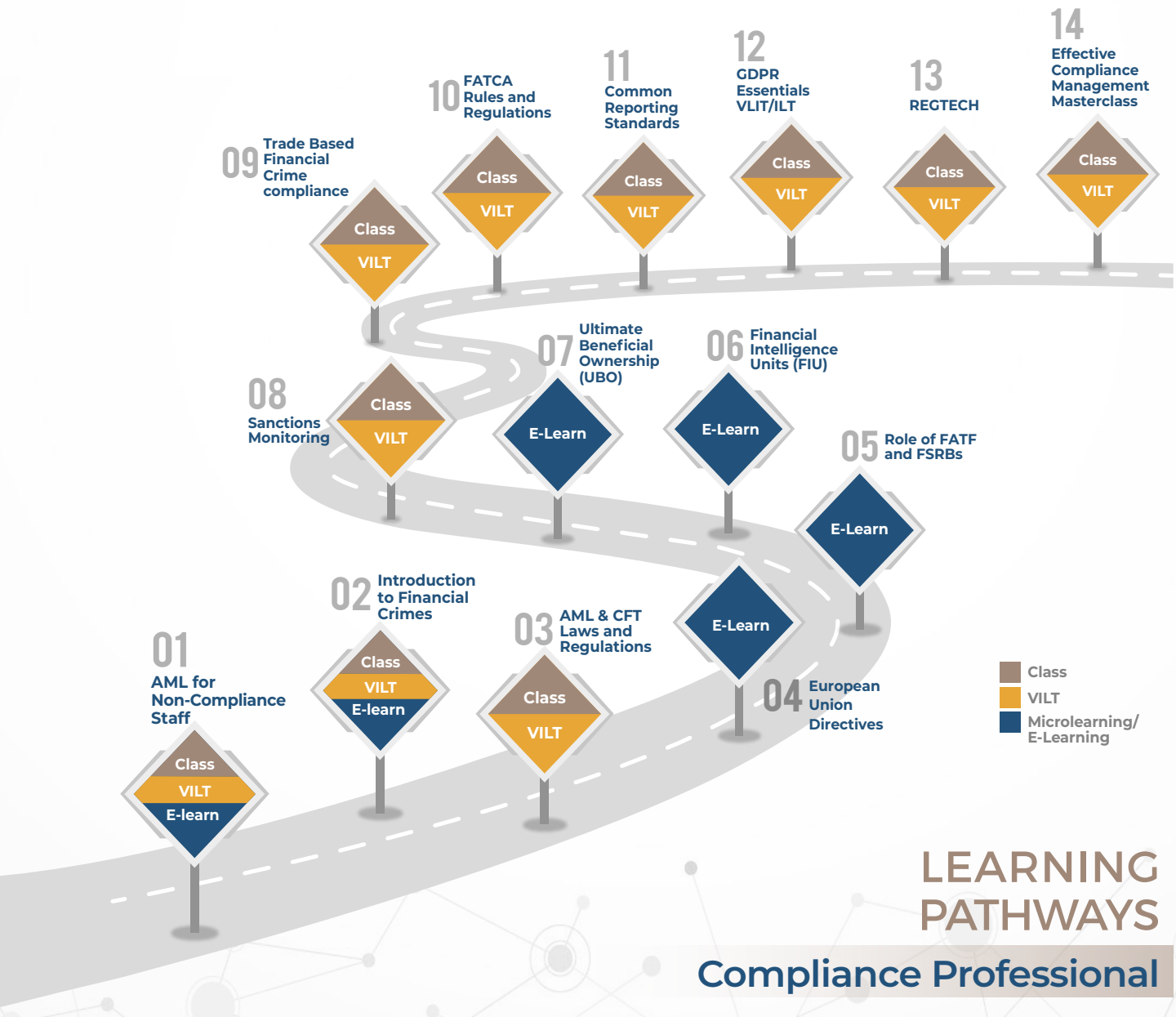
EIBFS CERTIFIED COMPLIANCE PROFESSIONAL

Related Roles :

MLRO, AML Manager, KYC & CDD Manager, Compliance Officer, Transaction Monitoring officer, AML Sanctions Manager, Internal Auditor, FCC Compliance Officer or similar roles

Upon completion of the learning pathway, the learners will be able to:

- Understand of the AML and CFT principles based on the UAE federal laws and Central Bank regulations.
- Develop working knowledge about the international recommendations and guidelines in the compliance domain from FATF and FSRs.
- Identify the different type of “sanctions” and the sanction screening process.
- Understand of International recommendations and guidelines relating AML /CFT/ FATCA /GDPR/CRS.
- Understand the role of technology in fighting financial crime.



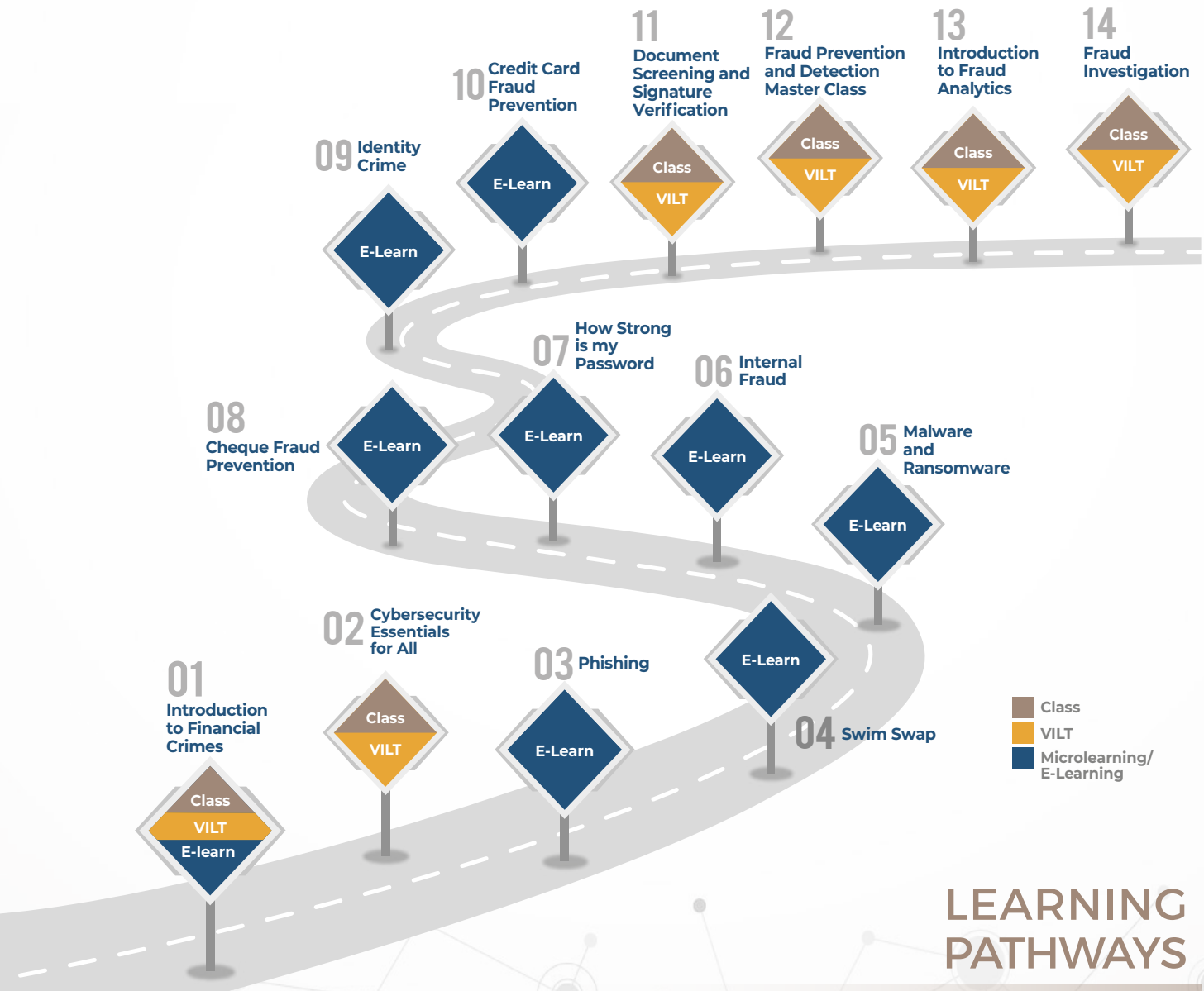
EIBFS CERTIFIED FRAUD MANAGEMENT PROFESSIONAL

Related Roles :

Fraud Prevention and Detection Manager, Fraud Risk Monitoring Officer, Fraud Examiner, Fraud Control Unit Manager, Manager - Internal Control, Manager - Fraud Operations, Internal Auditor

Upon completion of the Learning pathway, the learners will be able to:

- Identify and prioritize of fraud risks within the organisation.
- Understand the different types of frauds.
- Familiarize with the key aspects of fraud prevention and detection for internal controls.
- Understand the importance of fraud analytics – opportunities and challenges.
- Plan and conduct Internal fraud examination.



LEARNING PATHWAYS

Fraud Management Professional

EIBFS LEARNING PATHWAYS

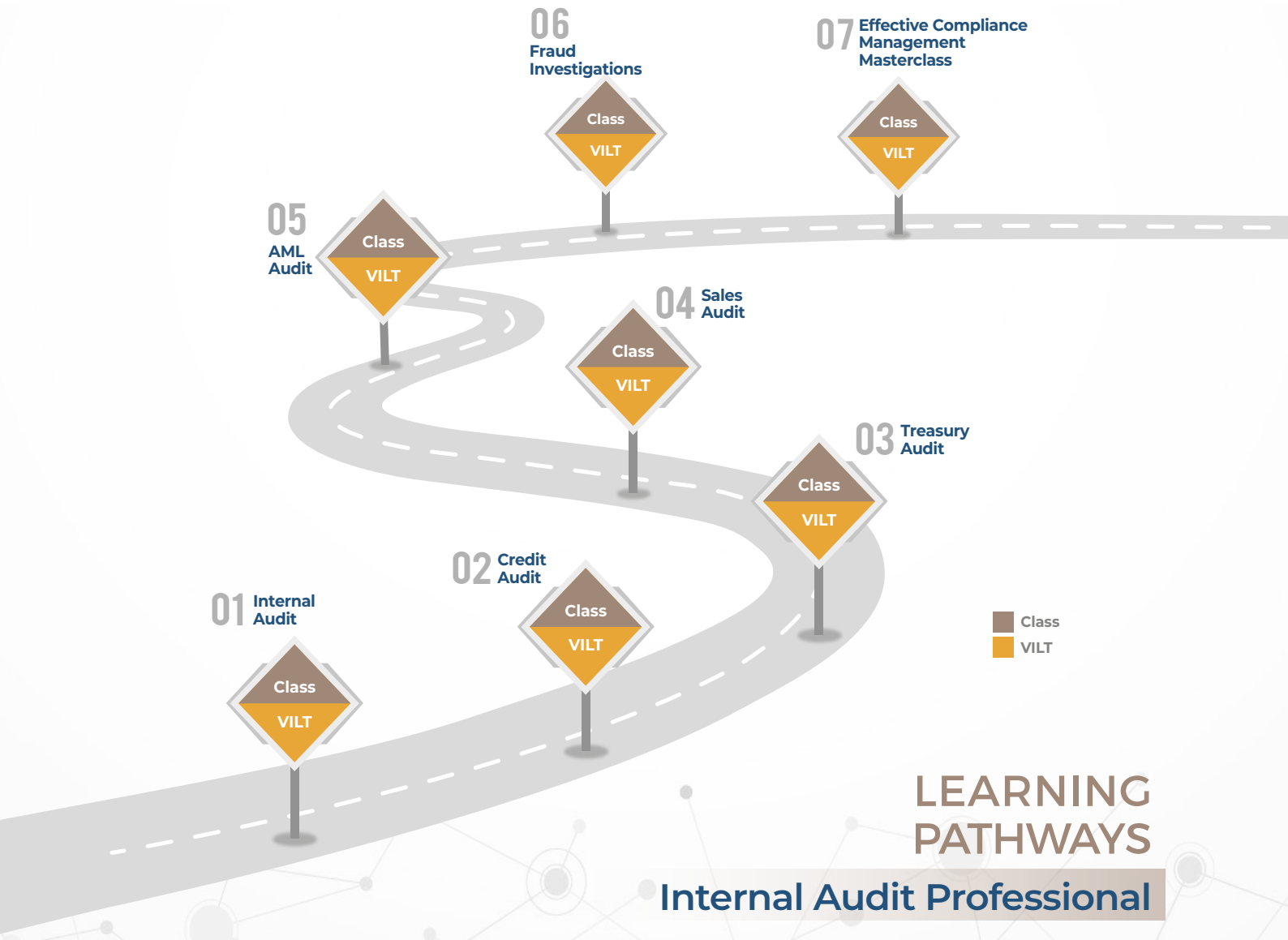
EIBFS CERTIFIED INTERNAL AUDIT PROFESSIONAL

Related Roles :

Internal Auditors, Compliance Officers, all staff of Audit and Risk Departments.

Upon completion of the learning pathway, the learners will be able to:

- Identify areas to be audited by grouping, end-to-end transaction and product processing cycles.
- Prioritize auditable units and develop and implement risk-based auditing tools & techniques.
- Create an effective AML audit / review program.
- Identify treasury risks. Review of treasury policy, operational risk controls, market risk controls and model code of conduct.
- Review compliance with regulations and credit policy.
- Plan and conduct internal fraud examination.
- Understand the elements that contribute in implementing a comprehensive compliance monitoring and management system.



LEARNING PATHWAYS

Internal Audit Professional

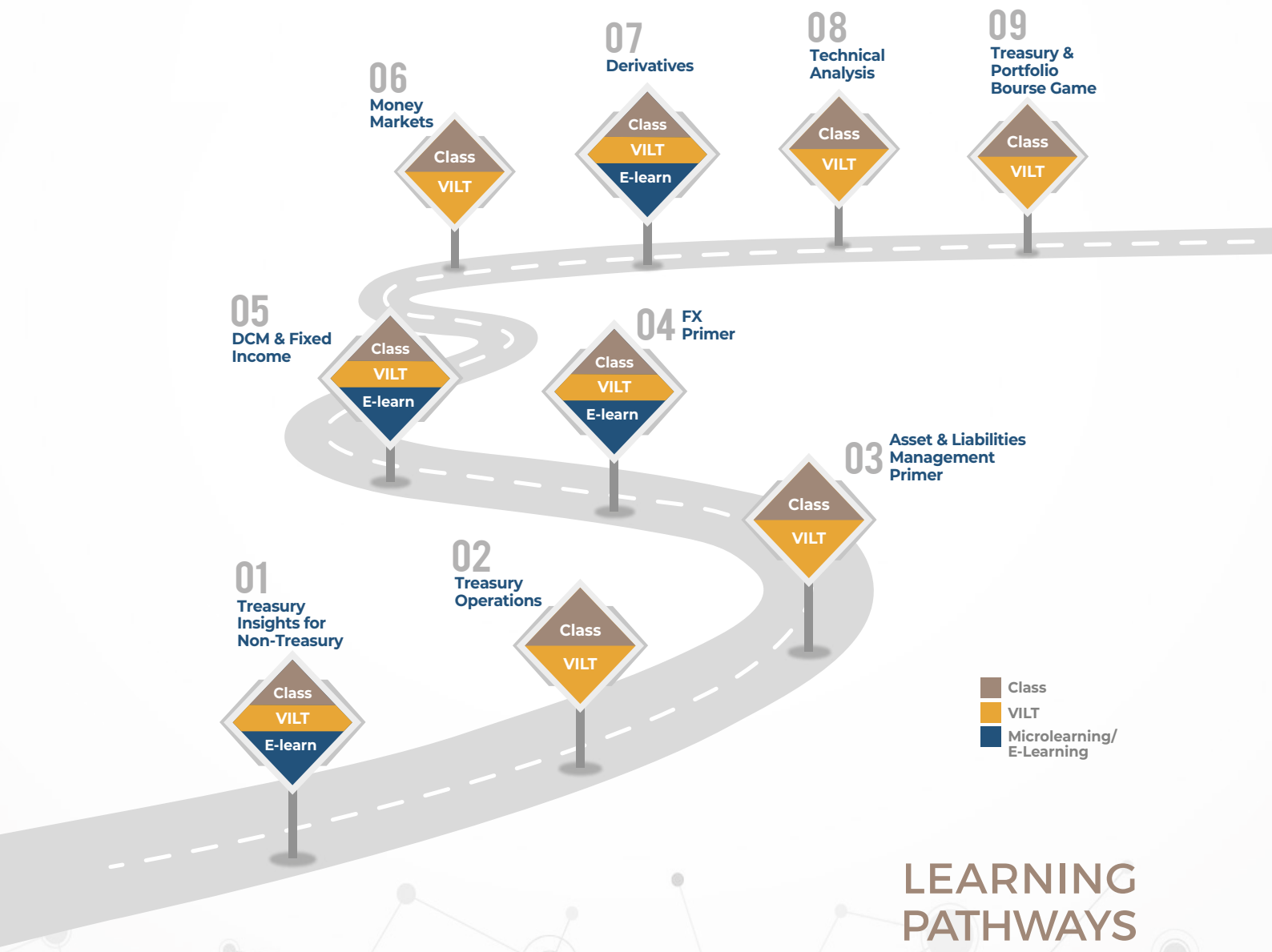
EIBFS CERTIFIED TREASURY PROFESSIONAL

Related Roles :

Treasury Dealers, Treasury Mid Office, Treasury Back Office, Market Risk Management, Treasury Sales, Treasury Audit, and other related roles.

Upon completion of the Learning pathway, the learners will be able to:

- Understand the structure, role and working of the treasury function in a bank.
- Understand the various asset classes and their functioning
- Analyze how to make profitable trading and investment decisions and manage the risk on the portfolio
- Apply the learnings to the actual dealing and trading environment



LEARNING PATHWAYS

Treasury Professional

EIBFS LEARNING PATHWAYS

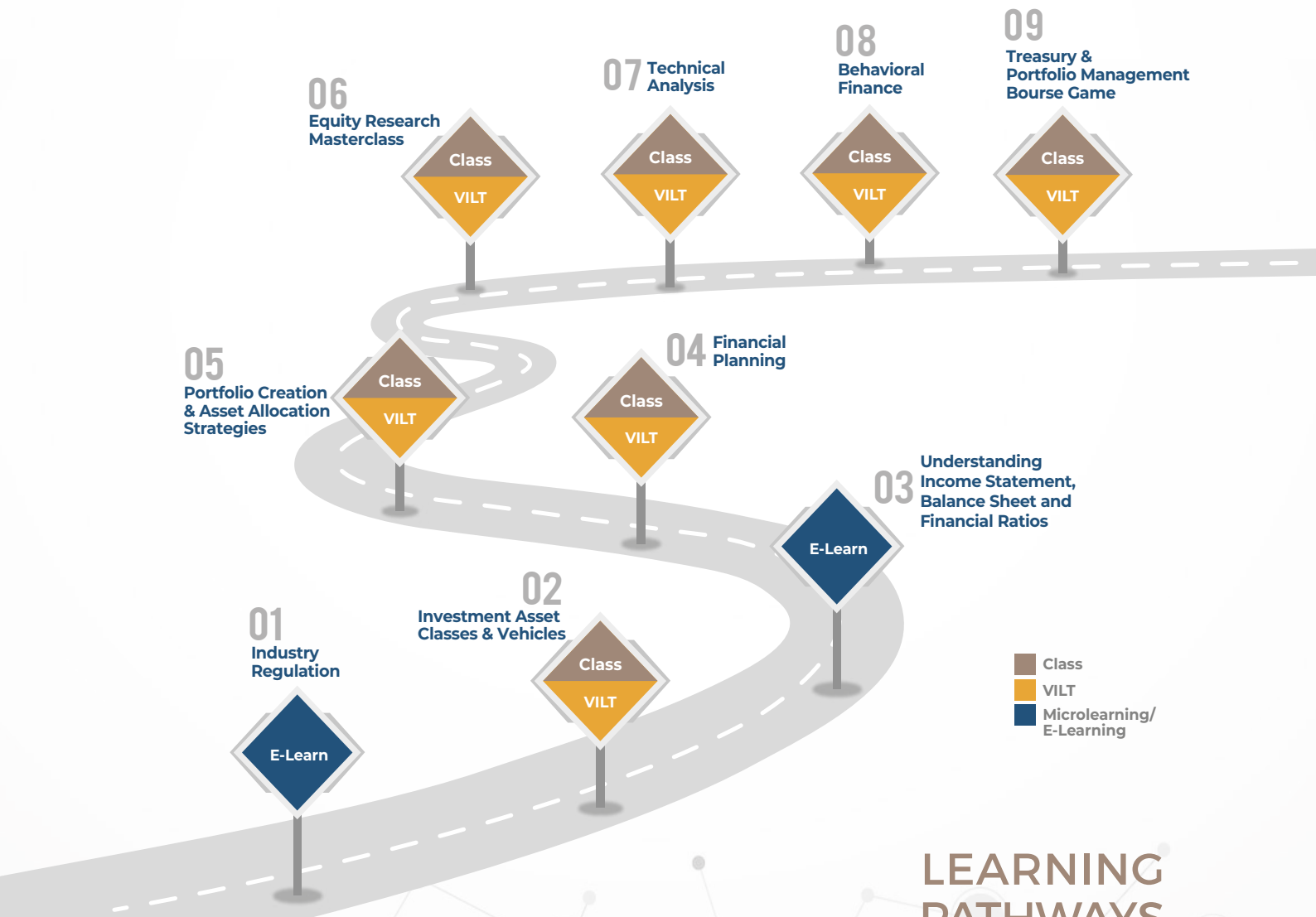
EIBFS CERTIFIED WEALTH MANAGEMENT PROFESSIONAL

Related Roles :

Wealth Relationship Managers, Assistant Relationship Managers, Portfolio Managers, Private Banking, Priority Banking and other related roles

Upon completion of the learning pathway, the learners will be able to:

- Demonstrate working knowledge of wealth management domain.
- Understand holistically the nature of the client's requirements
- Develop working knowledge of various asset classes like equity, fixed Income, real estate, structured products etc.
- Understand how the portfolio managers create and manage the portfolio based on the risk appetite of the client and the market conditions.
- Understand the process and tools of managing risks of the client portfolio



LEARNING PATHWAYS

Wealth Management Professional

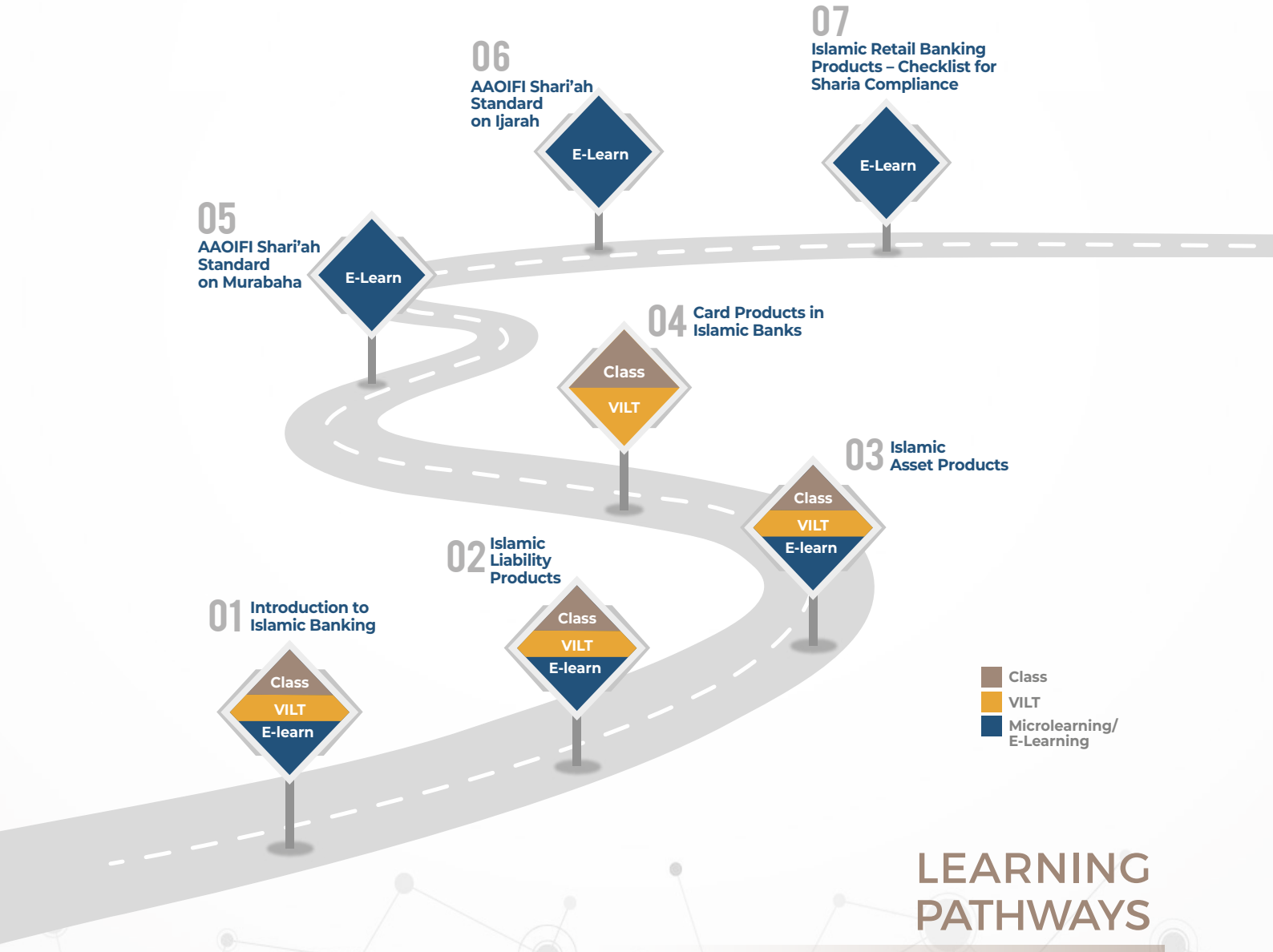
EIBFS CERTIFIED ISLAMIC RETAIL BANKING PROFESSIONAL

Related Roles :

Islamic Banking Professionals in Retail Banking, Operations, Sales etc.

Upon completion of the learning pathway, the learners will be able to understand:

- Fundamental principles and key concepts of Islamic Banking and Finance.
- Regulatory, Shari'ah and ethical framework for Islamic Banking and Finance Institutions.
- Structure and mechanism of Islamic Retail Banking products and services.
- AAOIFI shari'ah standards for Murabaha and Ijarah.
- Shariah compliance guidelines for documentation, procedure, and implementation of Islamic transactions.



LEARNING PATHWAYS

Islamic Retail Banking Professional

EIBFS LEARNING PATHWAYS

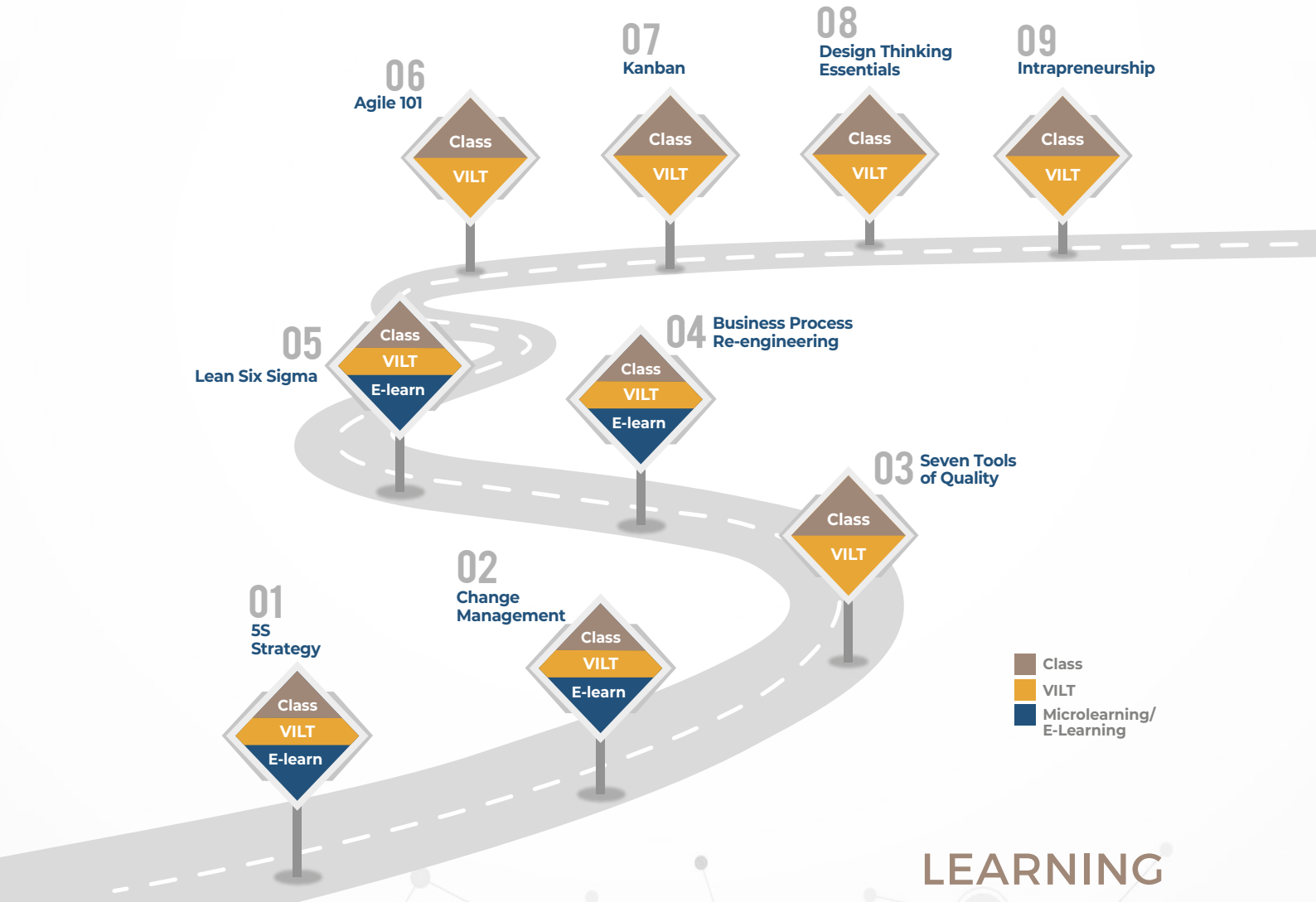
EIBFS CERTIFIED QUALITY AND INNOVATION PROFESSIONAL

Related Roles :

Quality Analyst, Quality Manager, Customer Experience Managers, IT Manger, Operations Manager, or similar related roles

Upon completion of the learning pathway, the learners will be able to:

- Demonstrate working knowledge of the concept of quality and its application in banking and financial sector.
- Understand and apply quality management models like 5S, change management, seven tools of quality, business process reengineering and lean six sigma.
- Demonstrate working knowledge of agile principles and how it can be applied to the banking environment.
- Understand the innovation culture in banking sector and how to embrace change in a positive way.



LEARNING PATHWAYS

Quality and Innovation Professional

EIBFS CERTIFIED TRADE FINANCE PROFESSIONAL

Related Roles :

Corporate Relationship Managers, Trade Finance Specialist, Officials in Trade Finance & Credit Department, Internal Auditors.

Upon completion of the learning pathway, the learners will be able to:

- Understand of fundamental principles of trade finance, parties, and roles of each of them.
- Understand the INCO terms, dealing with responsibilities of buyers and sellers for the delivery of goods under sales contracts for international trade.
- Determine how the practices articulated in UCP 600 are applied by documentary practitioners.
- Understand of Bank Guarantees and Standby Letters of Credit and its legal frameworks.
- Understand the various parties in the supply chain and the products offered to the clients.
- Analyze trade based money laundering and other financial crimes.



LEARNING PATHWAYS

Trade Finance Professional

EIBFS LEARNING PATHWAYS

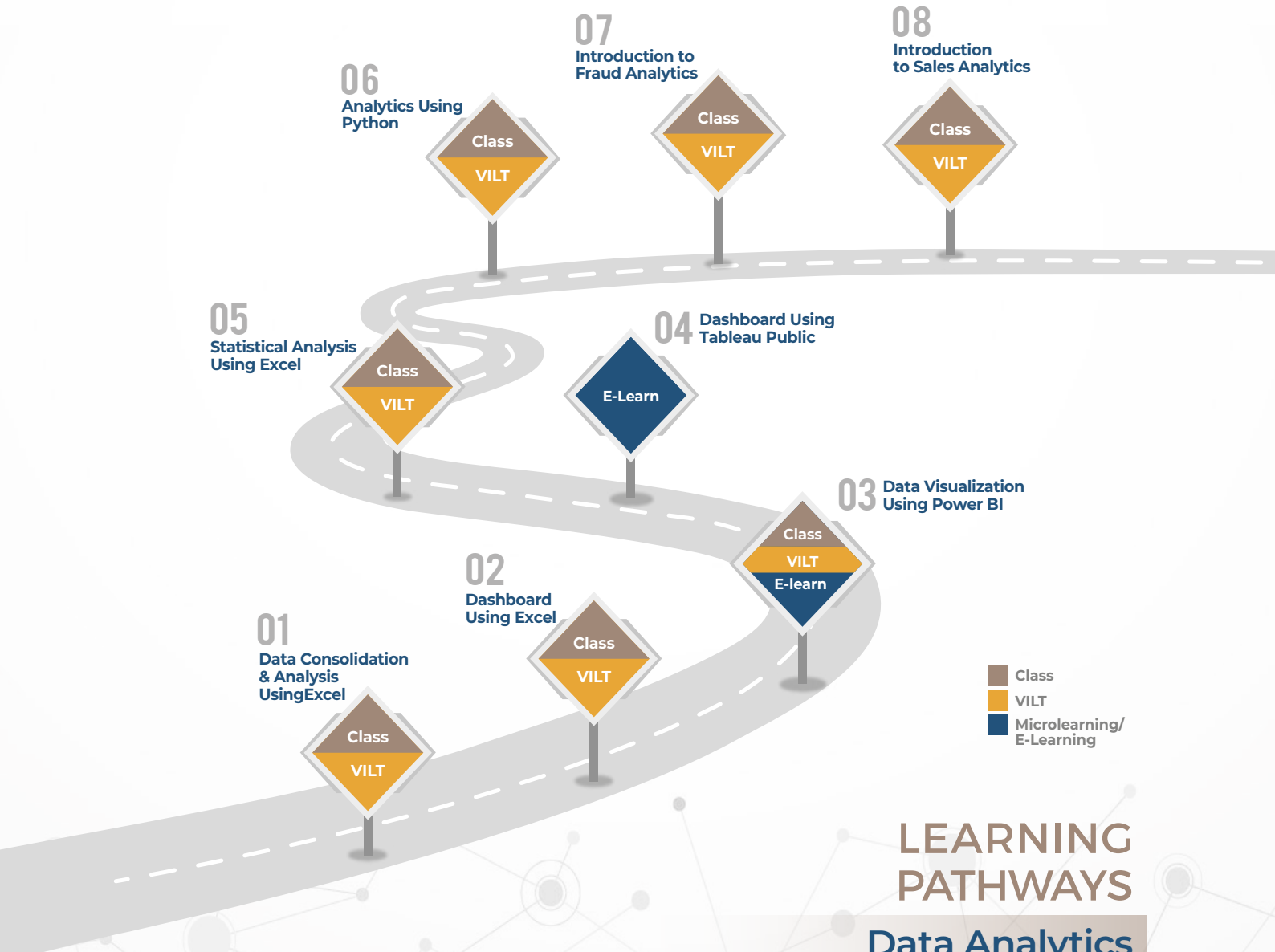
EIBFS CERTIFIED DATA ANALYTICS PROFESSIONAL

Related Roles :

Analysts, Managers and others based on relevance

Upon completion of the learning pathway, the learners will be able to:

- Inspect, cleanse, transform and model data.
- Discover useful information that supports decision making.
- Present visual insights with dashboard and using charts.
- Approach business problems analytically and analyze data to generate business insights.
- Understand the usage of tools like Microsoft Excel, Python, Power BI, Tableau Public



LEARNING PATHWAYS

Data Analytics

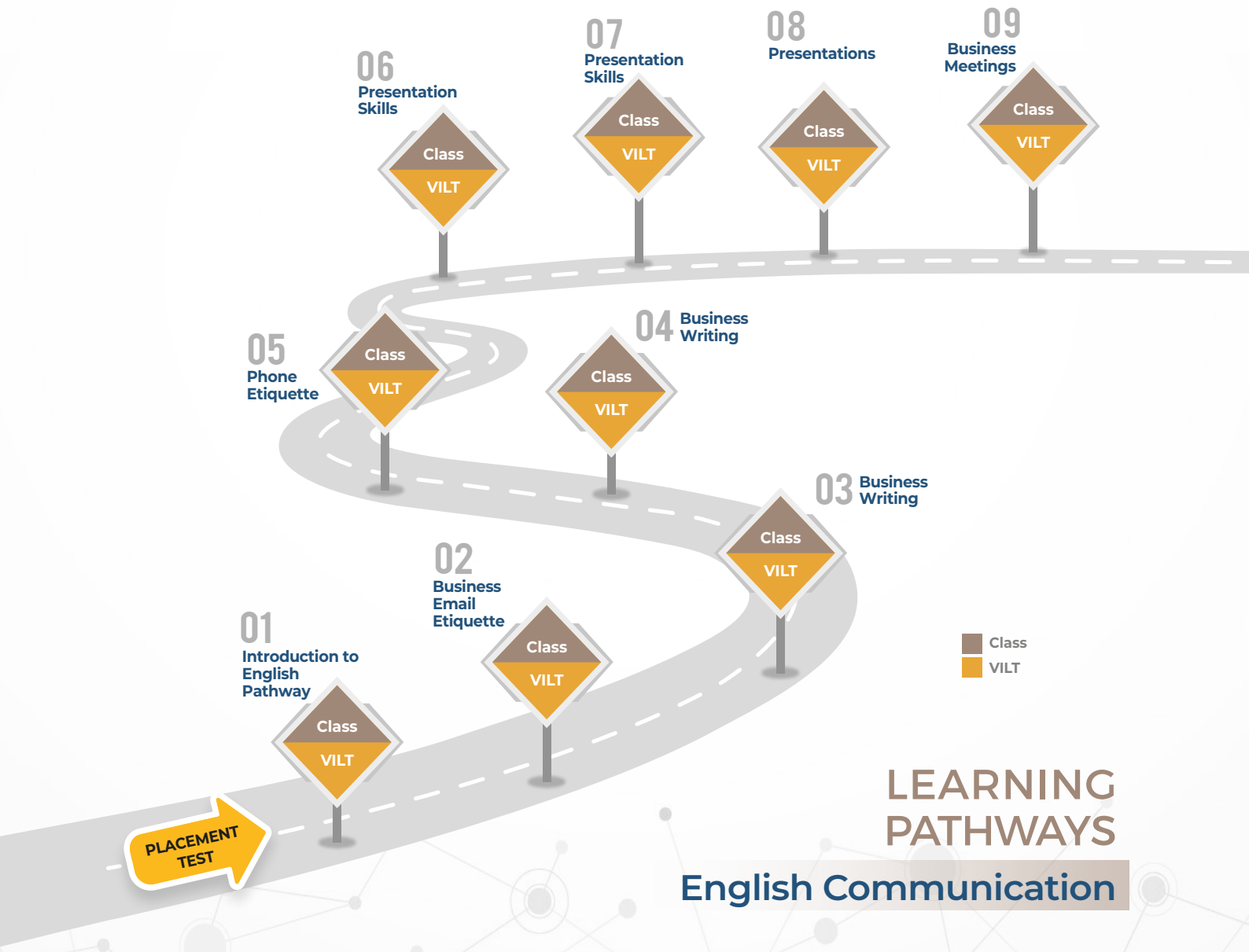
EIBFS CERTIFIED IN ENGLISH COMMUNICATION

Purpose

This program is designed for learners who want to become proficient in the English language to further themselves professionally. Learners will focus on the four primary language skill sets — reading, writing, listening and speaking, and grammar. They will also gain the vocabulary, fluency, and confidence necessary to succeed in professional settings.

Course Learning Outcomes:

- Compose sentences that reflect proper syntax, grammar, and mechanics (i.e., spelling, punctuation, capitalization, word order, verb forms, and subject-verb agreement).
- Connect ideas logically when writing and speaking.
- Select words that clearly convey intended meaning.
- Demonstrate effective body language (eye contact, posture, gesture, expression, tone) when giving presentations and meetings.



LEARNING PATHWAYS

English Communication



02

EMIRATIZATION LEARNING SOLUTIONS

KEY FOCUS AREAS

SKILL
New Joiners

UPSKILL
For Critical Positions

RESKILL
Retail Banking Staff

EMIRATIZATION: KEY FOCUS AREAS

EIBFS offers learning solutions across all levels to meet the talent development objectives of the industry

HOLISTIC LEARNING SOLUTIONS FROM NEW JOINERS TO LEADERS

Entry Level Banker

GRADUATE

Certified Banking Operations (CBO)

Certified Graduate Program

HIGH SCHOOL

Emirati Future Banker Program

Professional Banker

- EIBFS Certified Learning Pathways
- EIBFS ATP 2021
- Certified Retail Banker
- Professional Certificates

Re-Skilling of Existing Workforce

Focus on Roles which can be digitized

- FUTURE PROOF BANKER –L1
- FUTURE PROOF BANKER –L2
- RESKILL JOURNEYS
- PROFESSIONAL CERTIFICATES

High Potential Accelerator

EIBFS 'LEADER' FRAMEWORK





SENIOR MANAGEMENT ROUNDTABLES

03

since 1983

www.eibfs.ae

SENIOR MANAGEMENT ROUNDTABLES

Senior Management Roundtables are designed to facilitate exchange of ideas which would foster peer to peer learning. The nominations in this category is restricted to only Divisional Heads and above to ensure high quality of deliberations. The details of the programs are mentioned in the category notes.

COURSES		
1.	Artificial Intelligence insights for leaders	1
2.	Blockchain for leaders	1
3.	Fintech & Digital transformation: Overview for Senior Management	1
4.	Leading using Data	1
5.	Capital planning in banks	1
6.	Corporate Governance for leaders	1
7.	Cybersecurity essentials for leaders	1
8.	Tone at The Top - Creating a Compliance Culture	1
9.	Blue Ocean Strategy for Leaders	1
10.	Leading in a Disruptive Era	1

SENIOR MANAGEMENT ROUNDTABLES



SENIOR MANAGEMENT ROUNDTABLES

1. ARTIFICIAL INTELLIGENCE & MACHINE LEARNING INSIGHTS FOR LEADERS

course type: Class/VILT | course no: 1833

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

This course aims at providing a high-level overview on the domain of Artificial Intelligence and Machine learning. The course focuses on the use cases of AI & ML in various business domains of the Banking and financial services sector

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to artificial intelligence and machine learning*
- *How AI is transforming industries.*
- *Use cases of AI & ML in various business and support functions in the bank*
- *How to leverage the power of AI in product development*

VILT	Dubai	Sharjah	Abudhabi
13-Apr	11-Nov	-	-
-	-	-	-

2. BLOCKCHAIN FOR LEADERS

course type: Class/VILT | course no: 1667

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Blockchain is fast emerging as a technology which can create disruptive changes in many business and operational aspects of the Banking business. In this context, it is imperative that the business leaders understand and appreciate and explore the use cases of blockchain technology.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Basics of blockchain technology and distributed ledger system.*
- *Discuss use cases of blockchain in banking and financial industry.*
- *Explore applicability of blockchain in various areas of business and how to participate in various blockchain projects.*

VILT	Dubai	Sharjah	Abudhabi
15-Mar	4-Oct	-	-
-	-	-	-

3. FINTECH & DIGITAL TRANSFORMATION OVERVIEW FOR SENIOR MANAGEMENT

course type: Class/VILT | course no: 1668

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Fintech ecosystem and digital forces are disrupting the financial sector globally, causing major disruption in the business model. The course aims at discussing the opportunities and challenges arising from this.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Fintech ecosystem and structure*
- *Banks vs fintech – threat or opportunity*
- *Use cases*
- *Opportunities and challenges*

VILT	Dubai	Sharjah	Abudhabi
19-Oct	31-Mar	-	-
-	-	-	-

4.LEADING USING DATA

course type: Class/VILT | course no: 1834

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

This program is designed to help senior leaders effectively manage and seize opportunities in the new environment of data driven analytics. It will also help them make the most effective investments in people, data, systems, culture, and organizational structure. The data collected could be used to develop insights and utilizing them to develop strategies and decision making that benefit the business.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to data science*
- *Significance of data driven decision making*
- *Data maturity of organisation*
- *Mistakes made in data driven decision making*
- *Use case of data driven decision making*

VILT	Dubai	Sharjah	Abudhabi
-	13-Jun	25-Nov	-
-	-	-	-

5. CAPITAL PLANNING IN BANKS

course type: Class/VILT | course no: 1932

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Capital is a critical ingredient for the Banking business. The Banks would need to plan their business strategies to ensure the optimal use of capital as the capital requirements vary from one business to other. Every senior decision maker in the Bank needs to be cognizant of the importance of capital in the business. The course will discuss how Banks can optimally use their capital combining the regulatory requirements and business objectives.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Importance of capital & capital planning*
- *Internal capital adequacy assessment process (ICAAP)*
- *regulatory capital and economic capital-BASEL3*
- *Linkages of capital with business plans and risk model*
- *Risk tolerance statement*
- *Adequacy of capital through stress testing & scenario analysis*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	19-Oct	-	-
-	-	-	-

6. CORPORATE GOVERNANCE FOR LEADERS

course type: Class/VILT | course no: 1925

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

The issue of corporate governance currently receives very high attention. Valuable lessons have been learned in the past from the series of corporate collapses around the world. This training attempts to draw the attention of participants to the UAE Code and the Corporate Governance best practices around the world.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is corporate governance?*
- *Importance of corporate governance*
- *International corporate governance standards & UAE regulations*
- *The role of board*
- *Disclosure, transparency and independency*
- *The role of other stakeholders in corporate governance*

VILT	Dubai	Sharjah	Abudhabi
28-Apr	14-Oct	-	-
-	-	-	-

7. CYBERSECURITY ESSENTIALS FOR SENIOR MANAGEMENT

course type: Class/VILT | course no: 1838

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

With the major digital transformation of Banking, cyber security risks have risen like never before. In this context, the senior management in the Banks also needs to be cognizant of the risks, and measures needed to keep their businesses and customers safe as Cybersecurity is a shared responsibility.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Importance of cybersecurity in banking*
- *Various types of cyber attacks*
- *How to combat cyber-attacks and cybercrimes*
- *Customer education*
- *How to deliberate on new trends, regulations and best practices*

VILT	Dubai	Sharjah	Abudhabi
19-Apr	21-Oct	-	-
-	-	-	-

8. TONE AT THE TOP
Creating a Compliance Culture

course type: Class/VILT | course no: 1673

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Compliance has emerged as very important focus area in the banking industry. It is critical for the entire organization to be cognizant of this key area to develop a pan organization compliance culture.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Importance of compliance culture across organization*
- *How to create compliance culture*
- *Entity level controls*
- *Enforcement of accountability*

VILT	Dubai	Sharjah	Abudhabi
12-Apr	8-Nov	-	-
-	-	-	-

9. BLUE OCEAN STRATEGY FOR LEADERS

course type: Class/VILT

course no: 1674

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Blue ocean strategyis a proven methodology to improve business performance by using differentiation strategies to use competitive advantage.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Concept of blue ocean strategy*
- *How to create competitive advantage using blue Ocean strategy.*
- *Discuss various use cases of blue ocean strategy in Various areas of business.*

VILT	Dubai	Sharjah	Abudhabi
27-Apr	19-Oct	-	-
-	-	-	-

10. LEADING IN A DISRUPTIVE ERA

course type: Class/VILT

course no: 1675

Specialization | 1 DAY | Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

The unprecedented fast paced changes in the financial industry is disrupting the business models of various organizations. Fintech which started as an enabler is now fast emerging as a competition for Banks. Organizations must be agile to respond to these changes. This calls for a change in the business strategies, leadership strategies and people management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Realize whether they are cognizant of the potential Digital disruption.*
- *Explore how traditional leadership strategies needs a relook In the current context.*
- *Explore whether they are adapting their business and people Strategy to adapt to the change.*
- *How to orient people strategy to facilitate the change.*

VILT	Dubai	Sharjah	Abudhabi
30-Mar	22-Nov	-	-
18-May	-	-	-

eibfs

معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies



since 1983

FINTECH & ANALYTICS 04

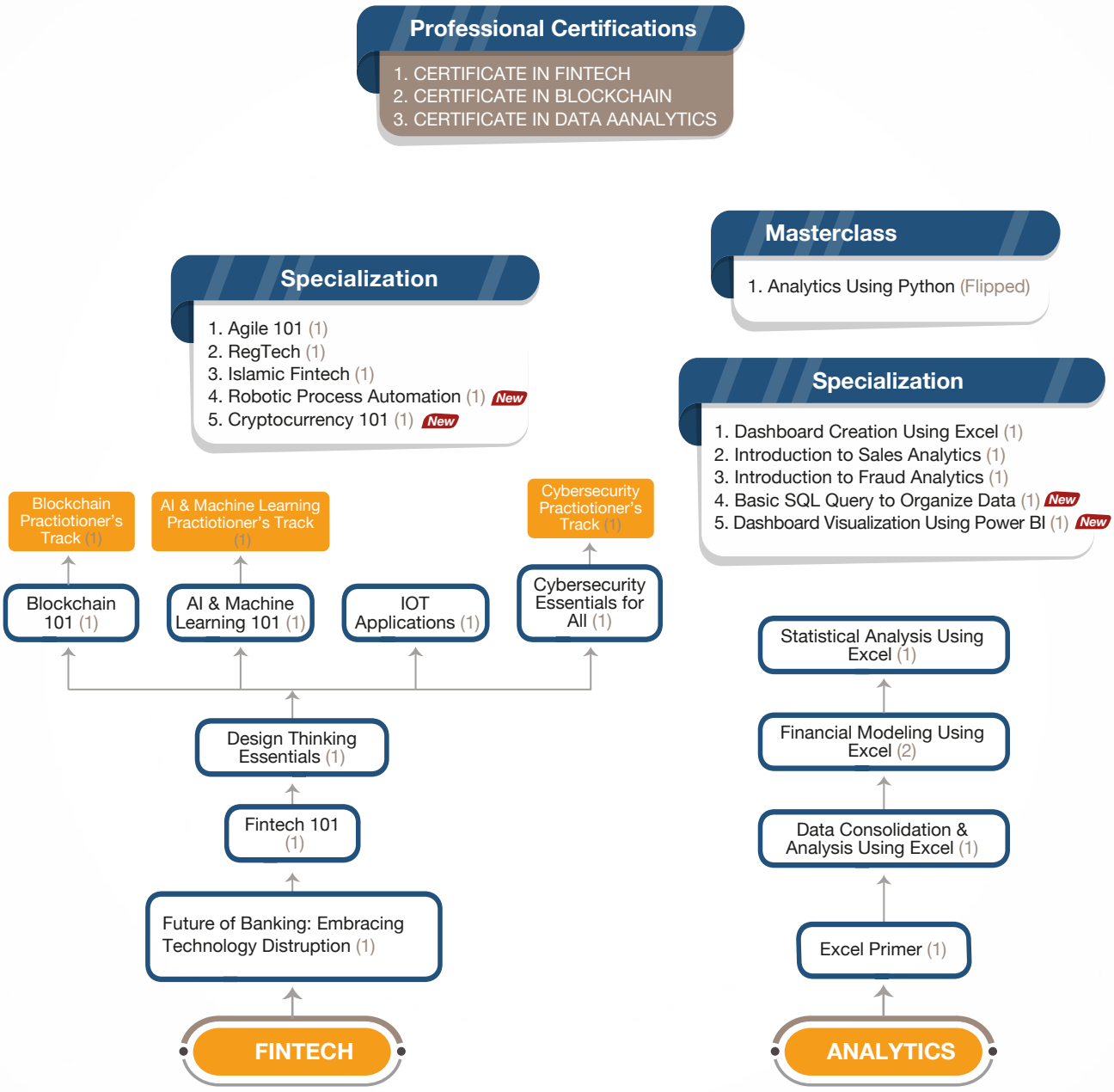


www.eibfs.ae

FINTECH & ANALYTICS

HOW TO APPROACH THIS CATEGORY?

EIBFS Fintech and Analytics vertical covers the entire suite of offerings which are key to creating the digital skillsets required for bankers across all levels.



Micro Learning & E-Learning Courses

1. Data driven decision making
2. Dashboard using Tableau public
3. Presenting data effectively using pivot table and charts
4. Beginner's guide in using excel
5. A beginner's guide to excel macros
6. Effective data presentation using charts

FINTECH

E-Learning Code 6008

1. FUTURE OF BANKING: EMBRACING TECHNOLOGY DISRUPTION

course type Class/VILT | course no: 1813

This Course is also available as E-learning

Foundation | 1 DAY | Open for all Functional areas of banking

PURPOSE

This training program is designed to provide the participants a big picture overview about how technologies and digital trends are disrupting the business model of banking worldwide. The course is the foundation level CPD program which can be attended by middle and senior management officials across business units. This will help learners to understand and appreciate the big trends in the making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The current global financial trends in digital space*
- *How fintechs would drive the new business model*
- *How customer analytics would impact the business*
- *How blockchain, artificial intelligence, robotics and other technologies would shake up the banking space*

VILT	Dubai	Sharjah	Abudhabi
18-Feb	9-Jun	19-Sep	25-Oct
24-Mar	25-Nov	-	-
27-Apr	-	-	-

E-Learning Code 6134

2. FINTECH 101

course type Class/VILT | course no: 1814

This Course is also available as E-learning

Foundation | 1 DAY | Open for all Functional areas of banking

PURPOSE

This 1-day CPD program opens the board horizons of FinTech to the learners. The learners would understand the various use cases of fintech in the financial domain and the regulatory developments.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How financial technology (fintech) is disrupting financial industry*
- *Fintech ecosystem, key players*
- *Use cases of fintech in banking & financial sector like lending, investments, payments etc.*
- *Global regulatory developments in fintech space– Regtech, Insuretech, Wealthtech*
- *Case studies*

VILT	Dubai	Sharjah	Abudhabi
14-Feb	5-Jul	23-Sep	1-Nov
29-Mar	8-Dec	-	-
19-May	-	-	-

Pathway Code 7137

3. DESIGN THINKING ESSENTIALS

course type Class/VILT | course no: 1822

Intermediate | 1 DAY | Open to all based on Relevant

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is design thinking*
- *Design thinking and role in innovation*
- *Process of design thinking*
- *Ways to synthesize ideas to a cohesive, practical products And solutions*

VILT	Dubai	Sharjah	Abudhabi
24-Feb	2-Nov	25-Nov	-
2-May	-	-	-
23-May	-	-	-
7-Jun	-	-	-
27-Jun	-	-	-

4. BLOCKCHAIN 101

course type Class/VILT | course no: 1815

Intermediate | 1 DAY | Open for Professionals in all functional areas of Banking

PURPOSE

This 1-day CPD program focuses on use cases of Blockchain in Banking and Financial services industry. Learners would understand the basics of Blockchain technology and explore various areas where it could be used.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How blockchain works*
- *Smart contracts*
- *Public vs private blockchain*
- *Use cases of blockchain in banking and financial sector with Various case studies*

VILT	Dubai	Sharjah	Abudhabi
7-Feb	1-Jul	12-Sep	28-Oct
15-Mar	6-Dec	-	-
2-May	-	-	-

5. ARTIFICIAL INTELLIGENCE & MACHINE LEARNING 101

course type: Class/VILT

course no: 1816

Intermediate | 1 DAY | Open to mid & senior professionals in all functionals areas

PURPOSE

This 1-day CPD program focuses on the applications of emerging areas of AI and Machine Learning. The participants would explore how AI, Robotics and Machine Learning could be used in various business domains in banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is artificial intelligence and machine learning*
- *Robotic process automation*
- *Learn how AI and robotics process automation is reshaping business process*
- *Analyze use cases of AI in banking and financial sector with various case studies*

VILT	Dubai	Sharjah	Abudhabi
29-Mar	9-Jun	29-Sep	4-Nov
4-May	-	-	-
-	-	-	-

6. INTERNET OF THINGS (IOT) APPLICATIONS IN FINANCIAL SECTOR

course type: Class/VILT

course no: 1817

Intermediate | 1 DAY | Open to mid & senior professionals in all functionals areas

PURPOSE

This 1-day CPD program aims at creating awareness amongst the learners about the applications of IoT in banking and financial services. IoT is expected to be the next big thing in the financial sector. The course will analyze how IoT could be used to bring more convenience to banking customers.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is IOT and how it works*
- *How banks can use iIOT in various business domains*
- *The challenges and opportunities in this area*

VILT	Dubai	Sharjah	Abudhabi
28-Feb	3-Oct	-	-
28-Apr	-	-	-
-	-	-	-

7. CYBERSECURITY ESSENTIALS FOR ALL

course type: Class/VILT

course no: 1818

Intermediate | 1 DAY | Open to mid & senior professionals in all functionals areas

PURPOSE

This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks.This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to evaluate the critical role of cybersecurity in the Banking industry*
- *Various types of cyber attacks*
- *How to combat cyber-attacks and cybercrimes*
- *How to deliberate on new trends, regulations and best practices*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	19-Sep	5-Oct	-
23-Mar	-	-	-
8-Apr	-	-	-
25-Apr	-	-	-

8. BLOCKCHAIN PRACTITIONER'S TRACK

course type: Class/VILT

course no: 1828

Practitioners Track | 1 DAY | Specialized program for practioners, Relevant work experience or attending Blockchain 101 mandatory

PURPOSE

This is a specialized program aimed at discussing the use cases of blockchain and to discuss how blockchain can be implemented in various areas and how to execute blockchain projects in the organizations

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Discuss blockchain concept & applications*
- *Develop the ability to analyze and respond to blockchain opportunities and challenges*
- *Determine the rough order of magnitude (ROM) to participate in a blockchain related initiative*
- *Determine the minimum constraints a blockchain related initiative must attain to be feasible*
- *Present blockchain related initiatives effectively, which respond to key stakeholder concerns;*

VILT	Dubai	Sharjah	Abudhabi
10-Mar	8-Sep	-	-
-	-	-	-
-	-	-	-

FINTECH

9. CYBERSECURITY PRACTITIONER'S TRACK

course type: Class/VILT | course no: 1829

Practitioners Track | 1 DAY

Specialized program for practitioners, Relevant work experience or attending cyber security Essentials mandatory

PURPOSE

This is a specialized program for practitioners aimed at discussing the emerging challenges in the cybersecurity domain and discuss how to handle these threats.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand governance and risk management, security vs privacy*
- *Discuss access control management & network security concepts*
- *Analyze secure application development*
- *Understand incident response, change management, log management*
- *Discuss business continuity management and disaster recovery*
- *Discuss emergent trends in cyber security*

VILT	Dubai	Sharjah	Abudhabi
18-May	8-Nov	-	-
-	-	-	-
-	-	-	-

10. ARTIFICIAL INTELLIGENCE & MACHINE LEARNING PRACTITIONER'S TRACK

course type: Class/VILT | course no: 1832

Practitioners Track | 1 DAY

Specialized program for practitioners aimed at discussing use cases. Relevant work experience or attending AI & ML foundation course is mandatory

PURPOSE

This is a specialized program for practitioners aimed at discussing the use cases of AI & ML in Banking and financial services. The course will try to explore how to implement these projects in the organizations.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Discuss how AI is transforming the financial industry*
- *Analyze the various use cases of AI in the financial services industry*
- *Analyze the framework for implementation of this in various aspects of your organization*
- *Explore few hands-on activities in this area*

VILT	Dubai	Sharjah	Abudhabi
19-Apr	25-Oct	-	-
-	-	-	-
-	-	-	-

11. AGILE 101

course type: Class/VILT | course no: 1824

Specialization | 1 DAY

Quality professionals, Project Managers Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process Owners, Internal auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to agile*
- *Difference between 'doing' and 'being' agile*
- *Toolkit for implementing agile*
- *Introduction to scrum*
- *Use cases in banking and financial domain*

VILT	Dubai	Sharjah	Abudhabi
17-Feb	19-Oct	18-Nov	-
18-Apr	-	-	-
4-May	-	-	-
24-May	-	-	-
9-Jun	-	-	-

12. REGTECH 101

course type: Class/VILT | course no: 1825

Specialization | 1 DAY

Quality professionals, Project Managers Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process Owners, Internal auditors

PURPOSE

Regulatory technology, in short REGTECH, is a new technology that utilises information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in Banking Industry.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Fintech vs Regtech*
- *The importance and advantages of Regtech*
- *The regtech universe*
- *Risk and risk management*
- *Regulatory reporting using Regtech*
- *The future of compliance with Regtech.*

VILT	Dubai	Sharjah	Abudhabi
16-May	2-Nov	16-Nov	-
3-Jun	-	-	-
20-Jun	-	-	-
30-Jun	-	-	-

13. ISLAMIC FINTECH 101

course type: Class/VILT | course no: 1826

Specialization | 1 DAY | Bankers who wants to explore and unde rstand the global potential of Fintech for Islamic financial industry and want to explore innovations and to gain benefits from this promising field.

PURPOSE

Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Islamic banking and finance concepts and use of Fntech in Islamic transactions*
- *Kind of innovation which is undertaking the islamic banking and financial landscape*
- *Islamic banking product innovation- use of technology ; Fintech, Regtech, Shari'ah compliance*
- *Fintech application in islamic finance: (use cases), and how they are transforming the market*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	5-Sep	20-Oct	-
5-May	-	-	-
-	-	-	-

14. CRYPTOCURRENCY 101

course type: Class/VILT | course no: 1837

Specialization | 1 DAY | Participants from all functional areas of banking

PURPOSE

Cryptocurrency is medium of exchange done over the internet using cryptographic for financial transactions. The objective of the course is to provide an overview of legal, regulatory and policy issues associated with cryptocurrencies.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of initial coin offering, online lending, new payment, wealth management technologies.*
- *How cryptocurrencies function citing few major cryptocurrency*
- *Overview of financial account aggregators*

VILT	Dubai	Sharjah	Abudhabi
11-Feb	5-Jul	-	-
15-Mar	-	-	-
-	-	-	-

15. ROBOTIC PROCESS AUTOMATION

course type: Class/VILT | course no: 1835

Specialization | 1 DAY | Open for all functional areas of banking

PURPOSE

The training program is designed to provide the participants a big picture overview of robotic process automation technology, characteristics, and benefits of RPA. The course will give you an understanding of how RPA is transforming business and its effects on banking industry.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The current global trends in RPA.*
- *How RPA would drive the new business model*
- *RPA's impact on the business*
- *Identify important issues regarding implementation of RPA.*

VILT	Dubai	Sharjah	Abudhabi
8-Mar	26-Sep	-	-
6-May	-	-	-
-	-	-	-

ANALYTICS

1. EXCEL PRIMER

E-Learning Code: 6216

course type: Class/VILT

course no: 1801

This Course is also available as E-learning

Foundation | 1 DAY | Open based on Requirements

PURPOSE

Excel primer course is designed to familiarize the participants with features and most commonly used functions in banking and finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identifying the main components of user interface.*
- *Identifying the purpose of the commands on the menu bar.*
- *Using conditional formatting.*
- *Basic formulas & functions usage.*
- *Basic sorting and filtering tables.*
- *Working with basic charts.*
- *Working with shared workbook.*

VILT	Dubai	Sharjah	Abudhabi
26-Jan	27-Jun	24-Aug	23-Sep
28-Feb	31-Oct	17-Nov	9-Dec
5-Apr	-	-	-
31-May	-	-	-

2. DATA CONSOLIDATION & ANALYSIS USING EXCEL

Pathway Code: 7120

course type: Class/VILT

course no: 1812

Foundation | 1 DAY | Leaners looking for advanced skills in Excel

PURPOSE

Participants will learn to use advanced excel functions to streamline their operational work, improve productivity and enhance spreadsheet usage with charts, tables, formulas and templates. This can help learners in areas like financial analysis, investments etc.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Usage of range names and custom formats.*
- *Usage of formulas and functions for decision making.*
- *Managing, sorting and filtering tables.*
- *Working with charts and pivot tables.*
- *Working with multiple workbooks.*
- *Working with macros.*

VILT	Dubai	Sharjah	Abudhabi
27-Jan	26-Aug	14-Sep	14-Oct
14-Feb	-	14-Nov	-
2-Mar	-	-	-
18-Mar	-	-	-
1-Apr	-	-	-

3. FINANCIAL MODELING USING EXCEL

course type: Class/VILT

course no: 1808

Specialization | 2 DAY | Participants from Corporate Banking, Risk Department, and Investment Banking

PURPOSE

This course will enable participants to effectively apply techniques to wide variety of financial models and develop an understanding and frameworks for financial analysis, modeling to analyze companies.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Linked 3 statement model*
- *Assumptions that drive the forecasts*
- *Sensitivity analysis*
- *Projected financial statements and debt schedule*

VILT	Dubai	Sharjah	Abudhabi
15-Feb	19-Sep	8-Nov	-
25-May	-	-	-
-	-	-	-
-	-	-	-

4. STATISTICAL ANALYSIS USING EXCEL

Pathway Code: 7129

course type: Class/VILT

course no: 1819

Intermediate | 1 DAY | Analysts and others based on relevance

PURPOSE

Participants will be able to learn the best practices in collection of data, analyzing and decision making. Participants will be able to forecast and analyze data with advanced feature of Excel.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Usage of data analysis with excel.*
- *Usage of descriptive summary.*
- *Data & forecasting statistically.*
- *Usage of single & multiple regression analysis.*
- *Quality & decision support systems.*

VILT	Dubai	Sharjah	Abudhabi
21-Mar	30-Sep	19-Oct	18-Nov
6-Apr	-	-	-
21-Apr	-	-	-
5-May	-	-	-

Pathway Code 7121

5. DASHBOARD CREATION USING EXCEL

course type Class/VILT | course no: 1827

Specialization | 1 DAY | Learners looking for skills in using Dashboard and others based on relevance.

PURPOSE

The objective of this course is to provide participants with overview of Excel Dashboard when it comes to creation of charts, summarizing charts and comparing data points and KPI's that can help the management to understand the patterns and trend for decision making. The participants will learn how to create various charts, summarize charts and tables while creating dashboard.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Important excel dashboard functions*
- *Creating various charts*
- *Summarizing charts*
- *Interactive sales dashboard*

VILT	Dubai	Sharjah	Abudhabi
21-Feb	2-Sep	21-Sep	21-Oct
9-Mar	-	-	-
25-Mar	-	-	-
11-Apr	-	-	-

Pathway Code 7124

6. INTRODUCTION TO SALES ANALYTICS

course type Class/VILT | course no: 1830

Specialization | 1 DAY | Relationship Managers, marketing staff and managers involved in marketing of new products and services.

PURPOSE

The course provides the overview of the field of sales analytics and tools to forecast, identify customer segments so that you can make a informed business decisions improving sales management effectiveness and seller experience. Creating awareness and understanding of tools is an important step in making informed decisions and bringing in sales effectiveness.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Forecasting techniques to identify a pattern*
- *Sentiment analysis*
- *Client segment analysis*
- *Role of technology in sales*

VILT	Dubai	Sharjah	Abudhabi
4-Apr	13-Oct	2-Nov	-
20-Apr	-	-	-
6-May	-	-	-
20-May	-	-	-

Pathway Code 7044

7. INTRODUCTION TO FRAUD ANALYTICS

course type Class/VILT | course no: 1831

Specialization | 1 DAY | Fraud Control Monitoring Team, Internal Control and Internal Audit.

PURPOSE

Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Fraud analytics – its importance and challenges*
- *Fraud profiling*
- *Data analysis*
- *Risk assessment using data*
- *Internal control measures*
- *The fraud scenario approach*
- *Using analytics for internal fraud investigation / audit*

VILT	Dubai	Sharjah	Abudhabi
18-Apr	28-Oct	16-Nov	-
4-May	-	-	-
20-May	-	-	-
3-Jun	-	-	-

Pathway Code 7123

8. ANALYTICS USING PYTHON – MASTERCLASS

course type Flipped | course no: 1820

Mastercalss | 2 DAY | Analysts, Managers in departments like risk, analytics and others based on relevance

PURPOSE

Python is a general -purpose programming language that is becoming more and more popular for doing data analytics projects. Companies worldwide are using Python to harvest insights from their data and get a competitive edge. This course teaches how to use python to do data science projects in banking. In particular, the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

E-learning module learning outcome:

- *language syntax and fundamentals*
- *Use of python in analytics*
- *Read & write files in python*
- *Write functions and statements in python*

Live class module learning outcome:

- *importing datasets in python*
- *Preparing the data for data analysis*
- *Descriptive statistics using python*
- *Developing models using python*

VILT	Dubai	Sharjah	Abudhabi
28-Mar	6-Oct	24-Oct	-
12-Apr	-	-	-
28-Apr	-	-	-
16-May	-	-	-

Pathway Code 7122

9. SQL PRIMER FOR DATA ANALYSIS

course type: Class/VILT | course no: 1836

Specialization | 1 DAY | Open to all based on relevance

COURSE OVERVIEW

As the importance of data collections has increased exponentially, the skillsets required to use, interact, provide insights from the data to make decisions has also increased. The skillsets to retrieve data and work with data has become important and to do that understanding of SQL is important as SQL is the standard language used to communicate with database systems.

PURPOSE

The objective of this course is to give a primer on foundations of SQL using Microsoft SQL Management studio tool to organize data for analyzing and working with data to provide insight and write simple queries to select data from tables.

COURSE DESCRIPTION

What You Will Learn:

- *Common command functions*
- *String & conversion functions*
- *Math functions*
- *Logical functions*
- *Aggregate functions*

VILT	Dubai	Sharjah	Abudhabi
27-Apr	6-Jul	22-Nov	-
-	-	-	-
-	-	-	-
-	-	-	-

10. DATA VISUALIZATION USING POWER BI

course type: Class/VILT | course no: 1839

Specialization | 1 DAY | Open to all based on relevance

COURSE OVERVIEW

The datasets contain insights that can be used to make an informed decision. The raw data with numbers alone may be a challenge to get insights from the datasets. Live Dashboards, Charts, graphs help to view the datasets from a different perspective and provides you with insights quickly. When we look at the data in visualized form, the trends and patterns can be identified which supports in better decision making.

PURPOSE

The objective of this course is to provide participants with knowledge about how PowerBI can be an amazing tool to track KPI's, comparing data points and helps in building charts and interactive dashboard for decision making.

COURSE DESCRIPTION

What You Will Learn:

- *Connect and import the datasets*
- *Create analytical calculations*
- *Create interactive reports & sales dashboards.*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	16-Sep	5-Oct	-
23-Mar	-	-	-
7-Apr	-	-	-
22-Apr	-	-	-

E-Learning & Micro Learning

1. DATA DRIVEN DECISION MAKING

course type: E-Learning | ELRN Code 6065

Intermediate | Open to all based on relevance

COURSE OVERVIEW

The course Data driven decision making (D3M) is a process that involves analyzing patterns and facts based on business data. The data collected could be used to develop insights and utilizing them to develop strategies and decision making that benefit the business. We discuss use case of good decision-making process including an example of all this can go wrong is the basis itself is wrong. This course gives an overview of data driven decision making process in business.

COURSE DESCRIPTION

What You Will Learn:

- *What is data science*
- *Significance of data driven decision making*
- *Date maturity of organisation*
- *Types of data*
- *Mistakes made in data driven decision making*
- *Use case of data driven decision making*

2. DASHBOARD USING TABLEAU PUBLIC

course type: E-Learning | ELRN Code 6232

Specialization | Learners looking for skills in using Tableau public for visualization and analysis and others based on relevance.

COURSE OVERVIEW

The datasets contain insights that can be used to make an informed decision. The raw data with numbers alone may be a challenge to get insights from the datasets. Live Dashboards, Charts , graphs helps to view the datasets from a different perspective and provides you with insights quickly. When we look at the data in visualized form, the trends and patterns can be identified which supports in better decision making .

PURPOSE

The objective of this course is to provide participants with knowledge about how Tableau Public can be an amazing tool to visualize data and comparing data points that helps in identifying trends and patterns.

COURSE DESCRIPTION

What You Will Learn:

- *Applying the tools*
- *Basic functionality to visualize data*
- *Slice and dice the datasets to mine for critical insights.*

3. PRESENTING DATA EFFECTIVELY USING PIVOT TABLE AND CHARTS

course type E-Learning | ELRN Code 6009

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Pivot table can be used to summarize, analyze, explore and present data. Pivot charts helps in visualization of the summary data in a pivot table and helps in comparisons, patterns and trends. Pivot Table and Pivot Charts enables to make informed decisions about critical data for the organizations.

This program provides you an understanding on how to create pivot table and report formats and visualize data using pivot charts

COURSE DESCRIPTION

What You Will Learn:

- *Pivot format*
- *Pivot filtering, sorting and grouping*
- *Subtotaling data*
- *Summarizing data by categories*
- *Updating source data*
- *Updating pivot tables*
- *Adding new data to pivot table and charts*
- *Creating pivot charts*

4. BEGINNER'S GUIDE IN USING EXCEL

course type E-Learning | ELRN Code 6095

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Microsoft Excel is the most versatile and widely used office applications. No matter whatever the career path you choose, you will be using excel to accomplish your professional objectives. Excel is a tool that allows you to enter quantitative data into a spreadsheet to apply mathematical computations. Excel helps to convert qualitative data into information. The information produced in the Excel can be used for professional and personal decision makings.

This program provides you an overview of excel applications with an orientation to access the commands and features of an Excel workbook.

COURSE DESCRIPTION

What You Will Learn:

- *Excel worksheet features*
- *Calculations*
- *Sum functions*
- *Conditional formats*
- *Data filter*
- *Data sort*
- *Drop down list*
- *Data view/review*

5. A BEGINNER'S GUIDE TO EXCEL MACROS

course type E-Learning | ELRN Code 6118

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Microsoft Excel is the most versatile and widely used office applications. No matter whatever the career path you choose, you will be using excel to accomplish your professional objectives. In Excel tasks can be automated with the help of macros. Macros are codes that helps excel to automate repetitive tasks and features that you want to accomplish quickly with just click of a button.

This program provides you an overview of macros applications to create multiple new sheets with a basic design and summarizing datasets that can be automated using excels in built features for macros.

COURSE DESCRIPTION

What You Will Learn:

- *Excel macros features*
- *Auto new sheet creation with a basic design using macros*
- *Summarizing data using macros from various worksheet datasets.*

6. EFFECTIVE DATA PRESENTATION USING CHARTS

course type E-Learning | ELRN Code 6292

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Charts are one of the most powerful features of Microsoft excel. Charts are like adding an extra dimension to a spreadsheet that provides the users to visualize the data. The charts helps us with an ability to see the plotted data that can be helpful to identify trends and patterns in data .

This program provides you an understanding with the creation of charts and usage of specific charts to understand the pattern and trends in dataset.

COURSE DESCRIPTION

What You Will Learn:

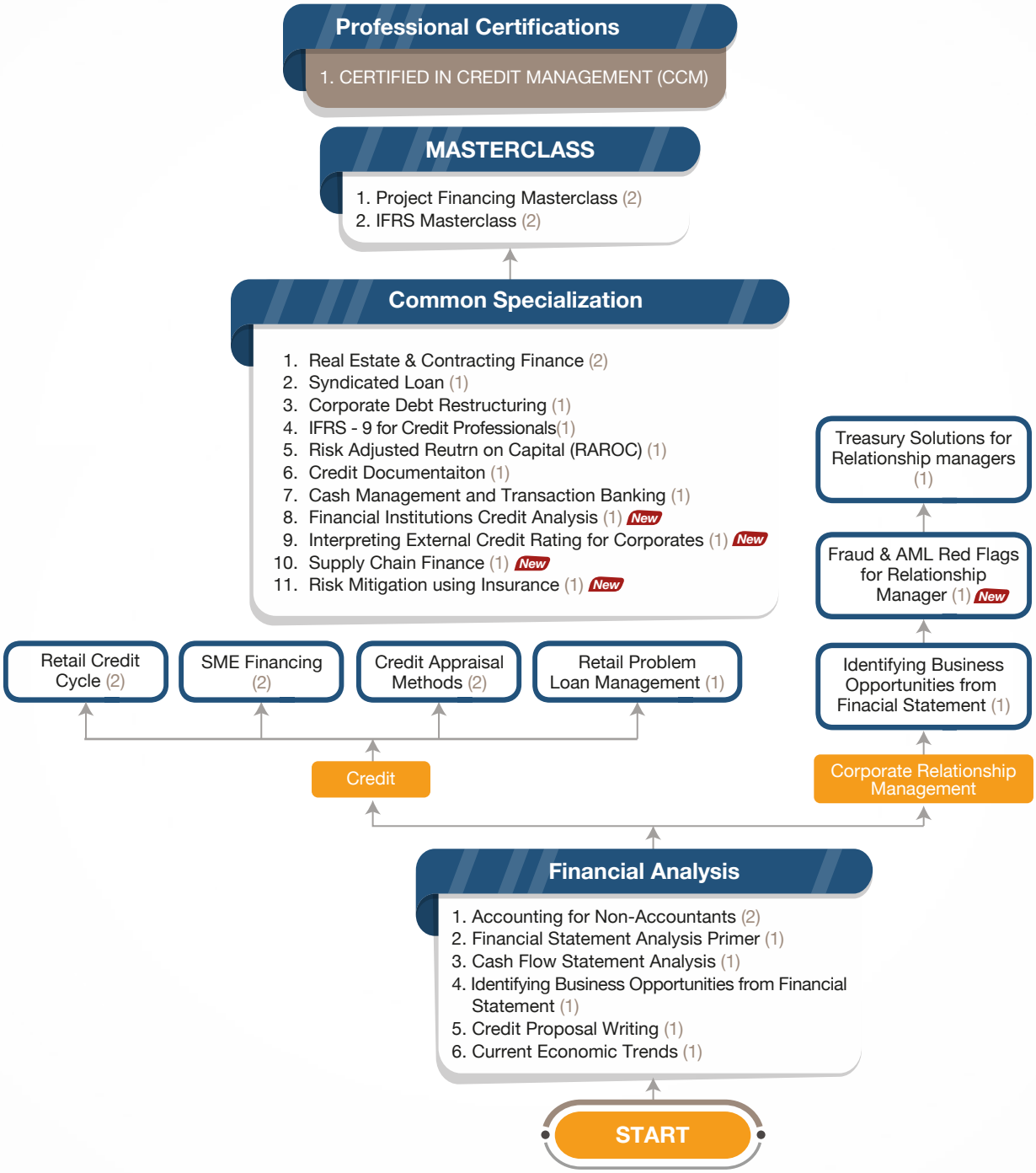
- *Basic chart creation*
- *Multiple chart creation for same datasets.*
- *Pie charts*
- *Band charts*
- *Run charts*
- *Pareto's chart*


05
CORPORATE
BANKING & CREDIT
since
1983
www.eibfs.ae

CORPORATE BANKING & CREDIT

HOW TO APPROACH THIS CATEGORY?

This category aims at creating the relevant and contemporary skillsets for professionals in the domain of credit, corporate and commercial banking. This category covers the entire spectrum of credit and corporate banking with its solutions focused on Credit analysis and Corporate Relationship Managemnt.



Micro Learning & E-Learning Courses

1. Balance sheet analysis	6. Financial ratios
2. Corporate banking credit products	7. Income statement analysis
3. Corporate banking non-credit products	8. Credit analysis using dupont analysis
4. Exposure at default & Loan given default	9. Early warning system for problem loans
5. Credit risk measurement: Probability of default	10. Understanding Income statement, balance sheet and Financial ratios

CORPORATE BANKING & CREDIT

1. ACCOUNTING FOR NON-ACCOUNTANTS

E-Learning Code: 6204

course type: Class/VILT

course no: 1222

This Course is also available as E-learning

Foundation | 2 DAY | This is for those who are from a non-accounting background looking to learn financial analysis

PURPOSE

Accounting is the language of business. A basic understanding of accounting is a must for all aspiring managers. This course introduces participants to accounting principles, double entry book-keeping and the construction of financial entries from accounting transactions. The course can act as a foundation program for learners with non-accounting background aspiring for roles in financial analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to accounting and financial statements*
- *Double entry accounting*
- *Accounting assumptions and principles*
- *Introduction to ifrs*
  Balance sheet, profit and loss and cash flow statements

VILT	Dubai	Sharjah	Abudhabi
1-Feb	29-Jun	30-Aug	3-Oct
30-Mar	24-Nov	-	-
23-May	-	-	-

2. FINANCIAL STATEMENT ANALYSIS PRIMER

Pathway Code: 7000

course type: Class/VILT

course no: 1204

Foundation | 2 DAY | Relationship officers, managers and credit analysts from SME, Commercial banking and corporate banking departments

PURPOSE

The course on financial statement analysis provides participants with a fundamental understanding of accounting principles, concepts, conventions, and key characteristics of accounting information. Participants will be able to learn about the various types of financial statements and their importance. They will learn the use of various analytical tools like ratio analysis and common-size statements. They will be able to identify the key line items on the financials and their inter-relationships.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose and structure of financial statements*
- *Important accounting principles, concepts, conventions*
- *Reading and understanding the balance sheet and income statement*
- *Trend analysis / common size statements*
- *Ratio analysis*

VILT	Dubai	Sharjah	Abudhabi
7-Feb	22-Aug	7-Sep	28-Sep
21-Feb	-	-	-
9-Mar	-	-	-
24-Mar	-	-	-
12-Apr	-	-	-

3. CASH FLOW STATEMENT ANALYSIS

course type: Class/VILT

course no: 1224

Foundation | 1 DAY | Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners would try to analyze cash flow statements to help them make their decisions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand how a cash flow statement is prepared*
- *Analyze cash flow from operations, investing and financing activity*
- *Link cash flow analysis to other financial statements*
- *Analyze business performance using cash flow statement*

Prerequisite: Financial Statement Analysis Primer

VILT	Dubai	Sharjah	Abudhabi
8-Mar	5-Sep	22-Sep	-
23-Mar	-	-	-
8-Apr	-	-	-
25-Apr	-	-	-

4. IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

E-Learning Code: 6205

Pathway Code: 7002

course type: Class/VILT

course no: 1225

This Course is also available as E-learning

Specialization | 1 DAY | Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand how financial statements could be used to analyze red flags*
- *Discuss possible areas of creative accounting and financial frauds*
- *Identify red flags on company's financial position to make a suitable Credit or investment decision*

Prerequisite: Financial statement analysis primer & Cash low analysis

VILT	Dubai	Sharjah	Abudhabi
24-Mar	19-Sep	5-Oct	26-Oct
6-Apr	-	-	-
22-Apr	-	-	-
2-May	-	-	-

5. CREDIT PROPOSAL WRITING

course type: Class/VILT | course no: 1219

Intermediate | 1 DAY | Analysts, RMs and other executives in corporate banking, credit, SME

PURPOSE

This course has been introduced to help credit officers develop their skills in writing loan proposals. Many credit officers, who are well-versed in analyzing a loan proposal, often fail to present an acceptable case proposal to the Credit committee. The Committee must often seek clarifications and this leads to unwanted delays. This course will help credit officers to structure a loan proposal adequately and present the same to the credit committee in an acceptable format leading to quicker resolution.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Outline of the proposal*
- *Executive summary of the proposal*
- *Industry factors*
- *Company analysis*
- *Financial analysis*
- *Management quality*
- *Security analysis*
- *Summary risk assessment*
- *Financing outline*
- *Key facility risks and how these will be mitigated by the Suggested loan structure*

VILT	Dubai	Sharjah	Abudhabi
15-Apr	4-Jul	11-Oct	-
-	-	-	-
-	-	-	-

6. CURRENT ECONOMIC TRENDS

course type: Class/VILT | course no: 1220

Intermediate | 1 DAY | Analysts, RMs, functional departments heads and other based on relevance

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Key economic measures for analysis*
- *Business cycle analysis*
- *Fiscal policy and impact*
- *Monetary policy and impact*
- *Current uae economic environment*
- *Global macros and the impact*

VILT	Dubai	Sharjah	Abudhabi
8-Feb	27-Sep	-	-
30-May	-	-	-
-	-	-	-

7. RETAIL CREDIT CYCLE

course type: Class/VILT | course no: 1217

Intermediate | 1 DAY | Professionals from consumer loans, consumer credit and other related departments

PURPOSE

The objective of this program is to understand and analyze the Consumer Lending market in UAE. The program focus will be on the Consumer lending products, risk appraisal and analysis of the credit cycles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview about consumer lending*
- *Retail credit cycle*
- *Retail credit regulations*
- *Credit risk appraisal for consumer credit retail credit scoring*
- *Economic cycles and relation with credit cycles*

VILT	Dubai	Sharjah	Abudhabi
3-Mar	22-Jun	26-Oct	-
-	-	-	-
-	-	-	-

Pathway Code: 7004

8. CREDIT APPRAISAL METHODS

course type: Class/VILT | course no: 1202

Intermediate | 2 DAY | Relationship officers, analists and credit officers of commercial & corporate banking & SME departments

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Basic principles of bank credit*
- *Credit risk analysis through ratios and cash flow analysis*
- *Forecasting financials and sensitivity analysis*
- *Importance of site inspections*
- *Credit scoring*
- *Credit rating*
- *Pricing raroc*
- *Evaluation of working capital and term loans*

Prerequisites: Financial analysis module programs

VILT	Dubai	Sharjah	Abudhabi
18-Apr	13-Oct	3-Nov	-
4-May	-	-	-
19-May	-	-	-
2-Jun	-	-	-

CORPORATE BANKING & CREDIT

Pathway Code 7003

9.CREDIT ANALYSIS USING BANK STATEMENT

course type Class/VILT | course no: 1232

Intermediate | 1 DAY | Relationship officers, analists and credit officers of commercial & corporate banking & SME departments

PURPOSE

Many SME businesses do not maintain proper Financial Statements but desperately require loans. Therefore, Banks need to perform credit appraisal using bank statements and other information. This program fills that need.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to read a bank statement*
- *Introduction to financial statements*
- *Computation of revenue/ liabilities/ net profits/ cash flow analysis*
- *Signs of health/red flags/identify all significant and recurring transactions*
- *Credit decision & credit monitoring*

VILT	Dubai	Sharjah	Abudhabi
5-Apr	3-Oct	21-Oct	11-Nov
20-Apr	-	-	-
6-May	-	-	-
19-May	-	-	-

Pathway Code 7020

10. IDENTIFYING BUSINESS OPPORTUNITIES FROM FINANCIAL STATEMENT

course type Class/VILT | course no: 1231

Intermediate | 1 DAY | Relationship managers and Assistant Relationship Managers in Corporate banking, SME banking

PURPOSE

Relationship Managers will gain understanding of the concept of CRM and will equip them with tools and techniques required to develop an appropriate CRM strategy in a corporate setting.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The concept of relationship banking*
- *Identifying the right borrower*
- *Portfolio management*
- *New customer acquisition / retention of existing customers*
- *Cross selling, upselling*

VILT	Dubai	Sharjah	Abudhabi
24-Jan	23-Aug	1-Sep	-
9-Feb	-	-	-
25-Feb	-	-	-
14-Mar	-	-	-

Pathway Code 7026

11. FRAUD & AML RED FLAGS FOR RELATIONSHIP MANAGERS

course type Class/VILT | course no: 1234

Specialization | 1 DAY | Relationship Officers & Managers

PURPOSE

Relationship Managers are the first line of defense and play a very important role in satisfying the obligations of Banks under AML Laws. Behavioral red flags can only be identified by first line of defense.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is fraud and what is ml*
- *Fraud triangle-motivations for fraud*
- *Methods of ml*
- *Identify fraud and ml red flags-transactional & behavioral*
- *Obligations to report suspicious transactions from red flags*

VILT	Dubai	Sharjah	Abudhabi
14-Mar	20-Sep	6-Oct	-
30-Mar	-	-	-
15-Apr	-	-	-
29-Apr	-	-	-

Pathway Code 7022

12. TREASURY SOLUTIONS FOR RELATIONSHIP MANAGERS

course type Class/VILT | course no: 1425

Specialization | 1 DAY | Relationship managers in corporate banking, treasury sales, credit analysts and other who want an idea of hedging solutions for corpoates and others

PURPOSE

The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *To hedge or not to hedge*
- *Identifying hedging opportunities for a corporate client*
- *How hedging can manage risks and support corporate performance*
- *Overview of tools for hedging: forwards, futures, options and swaps*

VILT	Dubai	Sharjah	Abudhabi
14-Feb	2-Sep	20-Sep	-
2-Mar	-	-	-
18-Mar	-	-	-
1-Apr	-	-	-

13. RETAIL PROBLEM LOAN MANAGEMENT

course type: Class/VILT | course no: 1205

Intermediate | 1 DAY | Relationship Managers, Analysts, collection and remedial teams on Corporate & SME side (Non-retail)

PURPOSE

This course will enable participants to identify the early warning signals of problem loans. They will be able to develop a concrete set of procedures once a problem loan has been identified.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Causes of problem loans and costs*
- *Identification of problem loans and measuring delinquency-Regulatory guidelines*
- *Controlling problem loans*
- *Analysis of the remedial actions*
- *Strategy for loan recovery*
- *Uae bankruptcy code*

VILT	Dubai	Sharjah	Abudhabi
9-Mar	15-Sep	1-Nov	-
25-Apr	-	-	-
-	-	-	-

14. REAL ESTATE & CONTRACTING FINANCE

course type: Class/VILT | course no: 1207

Specialization | 2 DAY | Executives in corporate banking who finance real estate, senior executives who wish to advance their knwoledge of real estate finance

PURPOSE

This course focuses on the tools used by real estate financiers to analyze the financial feasibility of real estate developments. Participants will be able to analyze the risk and returns of investing in property.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Uae real estate market dynamics*
- *Feasibility due diligence*
- *Real estate regulations*
- *Real estate financing – developer financing & contractor Financing*

Prerequisite: Financial Analysis module programs

VILT	Dubai	Sharjah	Abudhabi
19-Apr	16-Jun	19-Oct	-
-	-	-	-
-	-	-	-

E-Learning Code: 6203

15. SYNDICATED LOANS

course type: Class/VILT | course no: 1209

This Course is also available as E-learning

Specialization | 1 DAY | Corporate bankers and other in related areas

PURPOSE

This course aims at providing participants with knowledge of organizing and participating in syndicated loans. Participants will understand the roles of various participants in structuring a transaction and how to price a syndicated loan

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Characteristics of loan syndication*
- *Advantages and disadvantages to borrowers and banks*
- *Identifying strategies for syndicate participants and their roles*
- *Types of syndicated facilities*
- *Risk sharing*
- *The syndication sales cycle and principal milestones*
- *Analyzing principal elements of the pricing structure*
- *Loan agreements/documentation in syndication*

VILT	Dubai	Sharjah	Abudhabi
14-Mar	12-Sep	27-Oct	-
28-Apr	-	-	-
-	-	-	-

16. CORPORATE DEBT RESTRUCTURING

course type: Class/VILT | course no: 1218

Specialization | 1 DAY | Advanced Level: Professionals in credit, corporate banking, restructing and SME departments

PURPOSE

This course will enable participants to restructure a distressed loan. They will understand the root causes of business failures and how operational, organizational and strategic changes must be made to revive the unit.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Causes of loan distress-business weakness-financial weakness*
- *Priority of claims*
- *Planning restructuring-operational, organizational, financial and Strategic restructuring*
- *Implementing the restructuring plan*
- *Lender responsibilities*
- *Checklists, documentations*
- *Protecting security*
- *Financial projections*
- *Monitoring the revival*
- *Bankruptcy laws in uae*

Prerequisite: Financial Analysis module programs

VILT	Dubai	Sharjah	Abudhabi
1-Apr	21-Sep	-	-
30-May	-	-	-
-	-	-	-

CORPORATE BANKING & CREDIT

17. IFRS – 9 FOR CREDIT PROFESSIONALS

E-Learning Code: 6074 | Pathway Code: 7007

course type: Class/VILT | course no: 1227

This Course is also available as E-learning

Specialization | 1 DAY

Finance staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors

PURPOSE

The objective of the course is to familiarize participants with the important provisions of IFRS9 and determination of expected loss.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The need for a new standard*
- *Ifrs-9 impact on the banks*
- *Significant provisions in IFRS-9*
- *Impairment as per IFRS-9*

VILT	Dubai	Sharjah	Abudhabi
30-May	25-Nov	5-Dec	-
15-Jun	-	-	-
27-Jun	-	-	-
5-Jul	-	-	-

18. RISK ADJUSTED RETURN ON CAPITAL (RAROC)

E-Learning Code: 6062 | Pathway Code: 7140

course type: Class/VILT | course no: 1228

This Course is also available as E-learning

Specialization | 1 DAY

Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance staff Senior Managers form all departments

PURPOSE

At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *RAROC*
- *Basel capital guidelines and risk linkages*
- *Hurdle rate*
- *RAROC computation*
- *RAROC as a performance measure*

VILT	Dubai	Sharjah	Abudhabi
22-Mar	23-Sep	7-Oct	-
8-Apr	-	-	-
19-Apr	-	-	-
3-May	-	-	-

19. CREDIT DOCUMENTATION

Pathway Code: 7005

course type: Class/VILT | course no: 1229

Specialization | 1 DAY

Credit personnel, Internal Auditors, Relationship Managers from SME, Business banking and Corporate Banking.

PURPOSE

This course enables participants to gain an understanding of the legal principles that underpin credit documentation in Banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Uae banking related laws*
- *The contract law*
- *Key clauses in the loan agreement and risk mitigation*
- *The loan agreement*
- *Guidelines for documentation*
- *Guarantees*
- *Security agreements*
- *Insolvency law*

VILT	Dubai	Sharjah	Abudhabi
2-May	28-Oct	18-Nov	-
18-May	-	-	-
3-Jun	-	-	-
16-Jun	-	-	-

20. IFRS – 15 REVENUE FROM CONTRACTS

course type: Class/VILT | course no: 1233

Specialization | 1 DAY

Finance staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors

PURPOSE

The revenue recognition rules changed dramatically with introduction of the new standard IFRS 15. Hence credit analysts need to be aware of how these new rules are applied

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Current accounting rules for recognizing revenues*
- *Scope of the new revenue recognition standard IFRS15*
- *Identify the five steps for revenue recognition.*
- *Enhanced disclosures*

VILT	Dubai	Sharjah	Abudhabi
-	7-Jun	15-Nov	-
-	-	-	-
-	-	-	-
-	-	-	-

Pathway Code 7023

21. CASH MANAGEMENT AND TRANSACTION BANKING

course type Class/VILT | course no: 1221

Specialization | 1 DAY | Professionals working in corporate banking, any banker who wants to understand cash management business

PURPOSE

The course will provide a basic understanding of the need for cash management and solutions offered by the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Cash management & transaction banking*
- *Link between cash management and working capital/current ratio*
- *Payments management*
- *Collections management*
- *Solutions provided by banks*

VILT	Dubai	Sharjah	Abudhabi
21-Feb	9-Sep	27-Sep	-
9-Mar	-	-	-
25-Mar	-	-	-
8-Apr	-	-	-

22. PROJECT FINANCING MASTERCLASS

course type Class/VILT | course no: 1206

Mastercalss | 2 DAY | Officials in the area of corporate banking, project financing, Credit, Risk etc.

PURPOSE

The course will provide participants with an overview of the core principles of project finance. Participants will gain a greater insight into project risks and grasp the crucial factors and techniques used in structuring project financings. Participants will be able to understand the essential credit issues in appraising project finance proposals.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Differences between corporate finance and project finance*
- *Special purpose vehicle project structure*
- *Project risks-stages of project*
- *Structuring the project finance*
- *PPP in project financing*
- *Cash flow modelling*
- *Documentation*

VILT	Dubai	Sharjah	Abudhabi
25-May	-	16-Nov	-
-	-	-	-
-	-	-	-
-	-	-	-

23. IFRS MASTERCLASS

course type Class/VILT | course no: 1223

Mastercalss | 2 DAY | Officials in the area of Credit, Risk, Relationship management, Finance or other for whom the course is relevant

PURPOSE

The objective of this program is to introduce the key standards under IFRS and International Accounting Standards to the Banking professionals. The course will focus on the IFRS guidelines regarding presentation of financial statements, specialized areas like construction contracts, consolidated financials etc which is critical for a Banker.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of ifrs and the international accounting standards*
- *IAS-1 - presentation of financial statements – structure, classification of balance sheet, comprehensive income*
- *IAS-2 - treatment of inventory*
- *IAS-7 : statement of cash flows*
- *Overview on IFRS-10 : consolidated financial statements*
- *Overview on IFRS -9 : - recognition and measurement*
- *Other relevant standards*

VILT	Dubai	Sharjah	Abudhabi
7-Apr	6-Jun	20-Oct	-
-	-	-	-
-	-	-	-

24. SUPPLY CHAIN FINANCE

course type Class/VILT | course no: 1239

Specialization | 2 DAY | Officials in the area of Credit, Risk, Relationship management, Finance or other for whom the course is relevant

PURPOSE

SCF is the use of financing and risk mitigation practices and techniques to optimize the management of the working capital and liquidity invested in supply chain processes and transactions. It is a technique used by banks and other financial institutions to mitigate risks for suppliers.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identify elements of SCF.*
- *Differentiate SCF products and using them.*
- *Mitigate risks related to SCF.*
- *Articulate blockchain and distributed ledger into SCF.*

VILT	Dubai	Sharjah	Abudhabi
29-Mar	26-Sep	10-Oct	-
13-Apr	-	-	-
28-Apr	-	-	-
18-May	-	-	-

25. FINANCIAL INSTITUTION CREDIT ANALYSIS

course type: Class/VILT

course no: 1235

Specialization

1 DAY

Analysts, RMs and other executives in corporate banking, credit and officials in the area of credit and risk.

PURPOSE

The objective of this course is to equip participants with an understanding of how financial institutions can be analyzed, how they are different from other companies and factors that affects their financials and key performance indicators for the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How financial institutions are different from other companies.*
- *Analyze a bank's balance sheet and income statement*
- *Identifying key ratios and performance indicators for banks*
- *Camels approach*

VILT	Dubai	Sharjah	Abudhabi
23-Feb	13-Jun	8-Sep	-
-	-	-	-
-	-	-	-

26. INTERPRETING EXTERNAL CREDIT RATING FOR CORPORATES

course type: Class/VILT

course no: 1237

Specialization

1 DAY

Participants from Corporate Banking, Risk Department, and Investment Banking

PURPOSE

Ratings are an important factor to assess the ability of corporates to make their payments towards principal and interests. Ratings gives confidence to investors and lenders about the borrower's capability of meeting obligations and explains the important areas of corporate credit worthiness and assigning of appropriate ratings. This course will enable participants to understand how rating agencies assign rating and looks at corporate creditworthiness.

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand:

- *Role of external rating agencies*
- *Categories of rating*
- *Rating process*
- *Methodologies*
- *Interpretation of the ratings*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	27-Sep	-	-
6-May	-	-	-
-	-	-	-

27. RISK MITIGATION USING INSURANCE

course type: Class/VILT

course no: 1238

Specialization

1 DAY

Participants from Credit, Corporate Banking and Relationship Managers

PURPOSE

Banks needs various tools to reduce or mitigate the risks they face from credit risk to operational risk. Various insurance products can help Banks in this regard. This course looks at helping Bankers know various insurance products which can help them in managing the risks in their business

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Insurance as a tool for risk mitigation*
- *Various products for risk mitigation – operational risk*
- *Products for risk mitigation – credit risks*
  - *Contractors all risk*
  - *Receivables insurance*
  - *Property insurance*
  - *Other general insurance*
- *Other relevant solutions for banks*

VILT	Dubai	Sharjah	Abudhabi
29-Apr	27-Jun	9-Nov	-
-	-	-	-
-	-	-	-

E-Learning & Micro Learning

1. BALANCE SHEET ANALYSIS

course type E-Learning | ELRN Code 6350

Intermediate | Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis provides a fundamental understanding of accounting principles and key characteristics of information. This is a specialized program in the financial analysis domain which focuses solely on balance sheet. The program will help the learners to analyze balance sheet statement to help them make their decisions.

COURSE DESCRIPTION

What You Will Learn:

- *Understand how a balance sheet is prepared.*
- *Analyze types of assets, liabilities, and net worth.*
- *Link balance sheet to other financial statements*
- *Analyze business performances using balance sheet.*

2. CORPORATE BANKING CREDIT PRODUCTS

course type E-Learning | ELRN Code 6351

Intermediate | Open to all based on relevance

COURSE OVERVIEW

Corporate Banking provides lending and ancillary services to diversified list of large corporate, institutions and government clients. Knowing the client's business and understanding their needs for products & services is critical to start any corporate relations. The program aims to give an understanding of corporate banking products and services which are classified as credit offerings and non-credit offerings. The course will provide a basic understanding of the need for credit products and solutions offered by the banks.

COURSE DESCRIPTION

What You Will Learn:

- *Introduction to credit products*
- *Understanding short term finance*
- *Understanding accounts receivable finance*
- *Understanding term finance*

3. CORPORATE BANKING NON-CREDIT PRODUCTS

course type E-Learning | ELRN Code 6352

Intermediate | Open to all based on relevance

COURSE OVERVIEW

Corporate Banking provides lending and ancillary services to diversified list of large corporate, institutions and government clients. Knowing the client's business and understanding their needs for products & services is critical to start any corporate relations. The program aims to give an understanding of corporate banking products and services which are classified as credit offerings and non-credit offerings. The course will provide a basic understanding of the need for non-credit products and solutions offered by the banks.

COURSE DESCRIPTION

What You Will Learn:

- *Introduction to non-credit products*
- *Understanding cash management*
- *Understanding risk management*
- *Understanding advisory & other services*

4. EXPOSURE AT DEFAULT & LOAN GIVEN DEFAULT

course type E-Learning | ELRN Code 6353

Intermediate | Open to all based on relevance

COURSE OVERVIEW

Risk Management is a continuous process in identifying, analyzing, evaluating, and monitoring risk controls to mitigate the adverse effect of losses. Banks are invariably faced with different types of risks which can have negative effects on their business. Risk Indicators and measurements are very important tools used to support a range of risk management activities associated with credit risk. Every bank should have a system to measure the risk caused due to default and one of the parameters of measurements are EAD & LGD. The course provides a basic understanding of risk measurement in credit and how to estimate EAD and LGD.

COURSE DESCRIPTION

What You Will Learn:

- *Understand exposure at default*
- *Estimating exposure at default*
- *Understand loan given default*
- *Estimating loan given default*

5. CREDIT RISK MEASUREMENT PROBABILITY OF DEFAULT

course type E-Learning | ELRN Code 6354

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Risk Management is a continuous process in identifying, analyzing, evaluating, and monitoring risk controls to mitigate the adverse effect of losses. Banks are invariably faced with different types of risks which can have negative effects on their business. Risk Indicators and measurements are very important tools used to support a range of risk management activities associated with credit risk. Every bank should have a system to measure the risk caused due to default and one of the parameters of measurement is Probability of Default. The program provides a basic understanding and estimation of probability of default.

COURSE DESCRIPTION

What You Will Learn:

- *Understand probability of default*
- *Estimating of probability of default*

6. FINANCIAL RATIOS

course type E-Learning | ELRN Code 6355

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis using ratios provides a fundamental understanding of accounting principles and key metrics to gain information. This is a specialized program in the financial analysis domain which focuses solely on financial ratios. The program will help the learners to equip themselves with an understanding on how ratios helps to analyze a company's profitability, operational efficiency, liquidity, and solvency.

COURSE DESCRIPTION

What You Will Learn:

- *Understand how financial ratios are prepared.*
- *Understand the key liquidity, profitability, efficiency & solvency ratios.*
- *Analyze business performances using some key ratios.*

7. INCOME STATEMENT ANALYSIS

course type E-Learning | ELRN Code 6356

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis provides a fundamental understanding of accounting principles and key characteristics of information. This is a specialized program in the financial analysis domain which focuses solely on income statement. The program helps the learners to analyze income statements and how it is helpful in making a better decision.

COURSE DESCRIPTION

What You Will Learn:

- *Understand how an income statement is prepared.*
- *Analyze operating profits and net profits and expenses.*
- *Link income statement to other financial statements*
- *Analyze business performances using income statement*

8. CREDIT ANALYSIS USING DUPONT ANALYSIS

course type E-Learning | ELRN Code 6357

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Return on Equity (ROE) is an important metric that analysts the world over follow with great interest. It is also important to know why the ROE is high or low. In a method popularized by the Du Pont Corporation in the 1920s, ROE is broken down into components to analyze why the ROE is falling or rising. In fact, it allows credit analysts to go deep into a company's business and financial operations to pinpoint the possible deficiencies. It's a valuable tool that analysts should master.

COURSE DESCRIPTION

What You Will Learn:

- *What is credit analysis*
- *What is the du pont method*
- *What drives roe*
- *Financial analysis using du pont method*
- *Limitations of du pont*

9. EARLY WARNING SYSTEM FOR PROBLEM LOANS

course type E-Learning | ELRN Code 6358

Intermediate

Open to all based on relevance

COURSE OVERVIEW

Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.

COURSE DESCRIPTION

What You Will Learn:

- *Why an EWS*
- *Identify early warning indicators*
- *Undertake corrective actions*

10. UNDERSTANDING INCOME STATEMENT, BALANCE SHEET AND FINANCIAL RATIOS

course type E-Learning | ELRN Code 6359

Intermediate

Open to all based on relevance

COURSE OVERVIEW

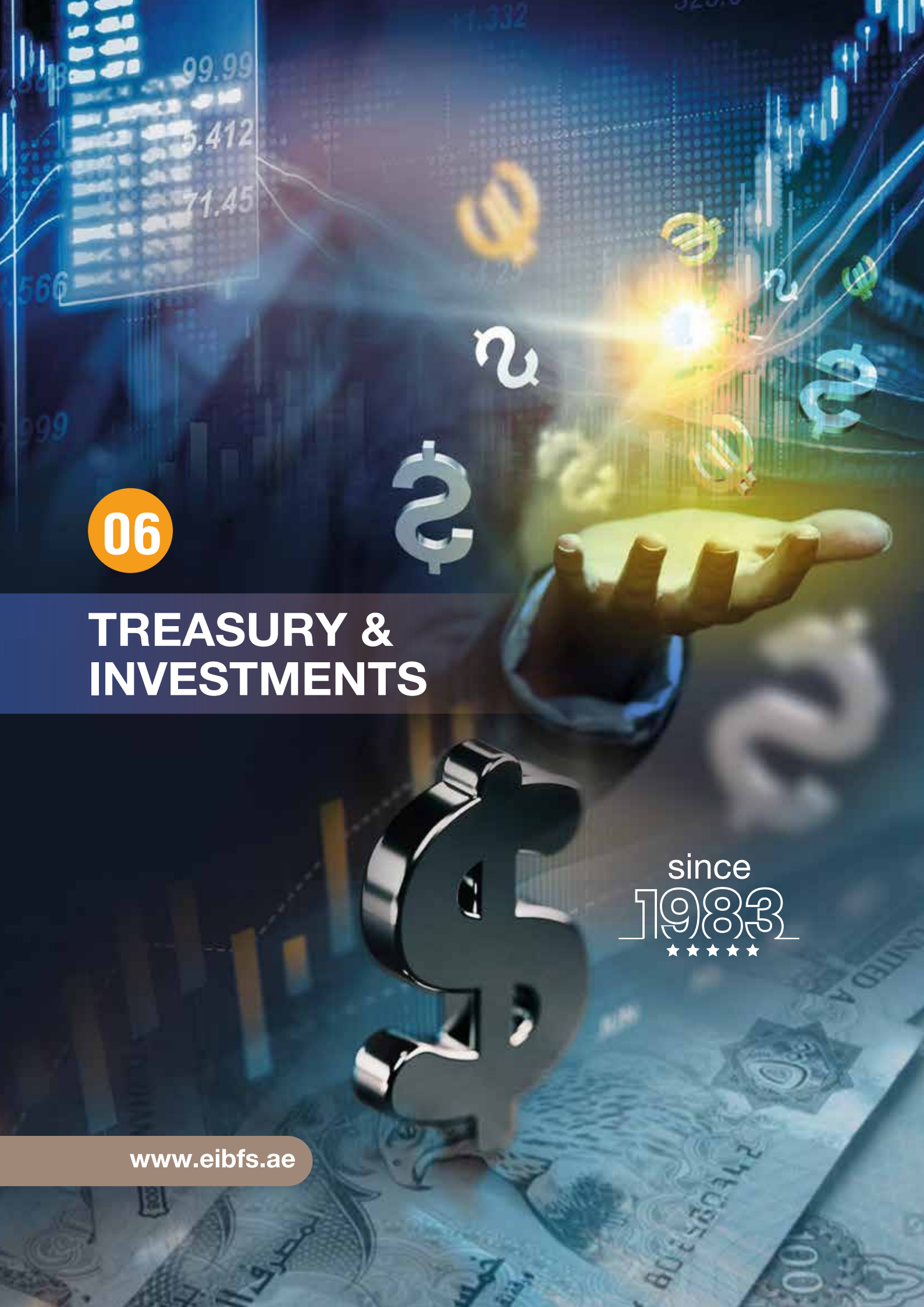
Understanding financial statement is extremely critical for analysts, relationship managers or even others. The course covers succinctly the income statement, balance sheet and financial ratios to be effectively used in analysis.

COURSE DESCRIPTION

What You Will Learn:

- *Income statement: structure and analysis*
- *Balance sheet: classification*
- *Financial ratios: performance, profitability, leverage, turnover ratios etc*


CORPORATE
BANKING &
CREDIT



06

TREASURY & INVESTMENTS

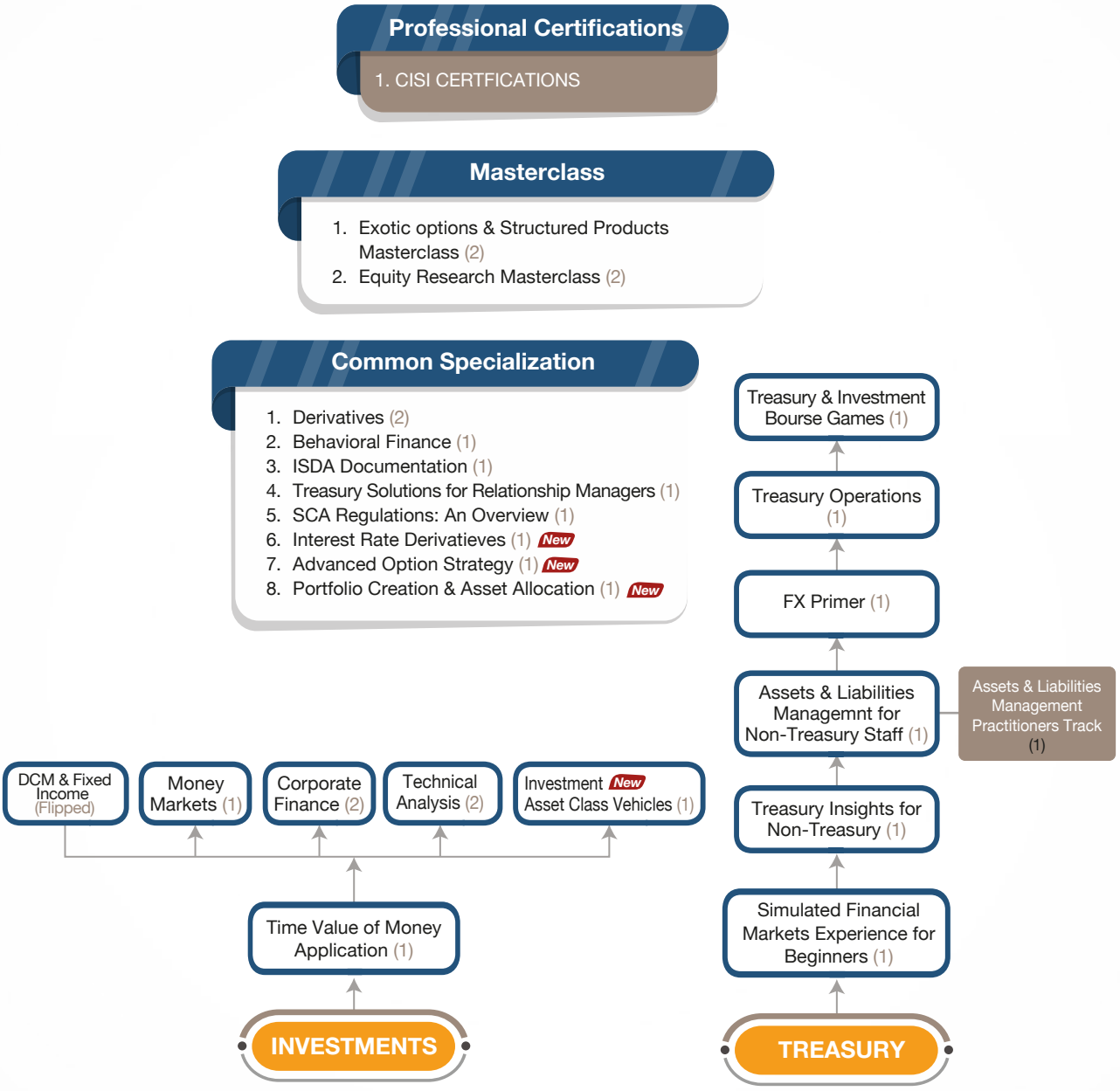
since 1983

www.eibfs.ae

TREASURY & INVESTMENTS

HOW TO APPROACH THIS CATEGORY?

The category focuses on the key domain areas of Treasury and Investment. The learners are presented with clear learning pathway on how they should move from the foundation levels to the more specialized levels.



Micro Learning & E-Learning Courses	
1. Futures pricing, margining and settlement process	9. Bond yields
2. Credit derivatives	10. Bond yield curves & analysis
3. Introduction to forward contracts	11. Bond duration & convexity
4. Introduction to futures contracts	12. Industry regulation
5.Introduction to options contracts	13. How to protect portfolio from a market crash
6. Introduction to swap contracts	14. Technical analysis series: Technical analysis & dow theory
7. Option pricing	15. Technical analysis series: Type of charts & candle sticks
8. Types of bonds	16. Technical analysis series: Tools

TREASURY & INVESTMENTS

1. TIME VALUE OF MONEY APPLICATIONS

E-Learning Code: 6208

course type: Class/VILT | course no: 1419

This Course is also available as E-learning

Foundation | 1 DAY | Open to everyone based on relevance

PURPOSE

This course provides a hands-on introduction to basic financial calculations using the time value of money applications. Time value of money has applications in all areas of finance and banking. Participants will learn about time value of money and discounted cash-flow principles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The time value of money*
- *Principles of time value of money*
- *Applications of time value of money*

VILT	Dubai	Sharjah	Abudhabi
27-Jan	28-Oct	-	-
4-Mar	-	-	-
-	-	-	-

2. DEBT CAPITAL MARKETS (DCM) & FIXED INCOME

E-Learning Code: 6209 | Pathway Code: 7064

course type: Flipped | course no: 1422

This Course is also available as E-learning

Intermediate | 2 DAY | Officers in Corporate Banking, Investment, Treasury, Private, banking wealth management departments

PURPOSE

This course is designed to provide a solid grounding on how the Bond market works and helps to unravel the jargon of the business. The course covers the rationale for debt financing, the types of borrowers and the types of instruments available. It also focuses on bond pricing and yield curves.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

E-Learn

- *Structure and workings of the international primary markets for debt*
- *Types of bonds*
- *Yeild curve*

Class/Live

- *Bond mathematics*
- *Bond pricing – yield and YTM*
- *Bond sensitivity analysis – duration and convexity*

Prerequisites: Time Value of money applications

VILT	Dubai	Sharjah	Abudhabi
28-Mar	24-Oct	8-Nov	-
13-Apr	-	-	-
28-Apr	-	-	-
16-May	-	-	-

3. CORPORATE FINANCE

course type: Class/VILT | course no: 1428

Intermediate | 2 DAY | Officers in Corporate Banking, Investment, Treasury, Private, banking wealth management departments

PURPOSE

The program will enable members to evaluate the optimal capital structure for an organization and perform organization valuation. The program will cover the main concepts for cost calculation – WACC / COE - and returns concepts – IRR / NPV etc. The attendees will also understand the process for IPO and structuring the M&A transaction.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The players are in the capital markets*
- *Funding at various stages in the lifecycle*
- *Optimal capital structure*
- *Cost of capital & returns concepts*
- *Valuation approaches – DCF / DDM, relative valuation etc.*
- *IPO process*
- *Structuring M&A*

Prerequisites: Time Value of money, Investment & portfolio management

VILT	Dubai	Sharjah	Abudhabi
10-Mar	3-Nov	-	-
-	-	-	-
-	-	-	-

4. TECHNICAL ANALYSIS

course type: Simulation | course no: 1416

Intermediate | 2 DAY | Fund managers, Investors, Traders brokerage, executives, working in Trading, and investing, in Stocks, Forex, Commondities, Private Banking etc.

PURPOSE

Technical analysis is a very popular method of forecasting markets across the globe. Technical analysis can be applied to any type of markets like Equity, Forex, Commodity, Bonds etc. This simulated program will give hands on trading experience to learners by using technical analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Technical analysis*
- *Technical vs fundamental analysis*
- *Trend lines and its applications*
- *Moving averages, crossovers, and momentum indicators*
- *Patterns - triangles, shoulder- head- shoulders, double & triple tops, bottoms, channels etc.*
- *Simulated real life analysis of equity (including DFM & ADX), currency and commodity markets using technical analysis*

Prerequisites: Investment & Portfolio management

VILT	Dubai	Sharjah	Abudhabi
5-May	10-Nov	24-Nov	-
19-May	-	-	-
13-Jun	-	-	-
27-Jun	-	-	-

Pathway Code 7065

5. MONEY MARKETS

course type Class/VILT | course no: 1431

Intermediate | 1 DAY | Bankers with exposure to trading desk or part of the ALM team.

PURPOSE

Since the crisis has occurred the suspension of "normal" market conditions has completely altered assumptions about money markets, liquidity and debt issuance. Banks are now responding by making significant changes to their business. This course covers those changes and how they affect your Treasury.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Money market desk*
- *Role of a dealer and regulatory changes/effects*
- *Money market instruments*
- *Liquidity – measuring & reporting it*
- *Interest rate exposure (don't forget it)*

VILT	Dubai	Sharjah	Abudhabi
11-Apr	28-Oct	15-Nov	-
27-Apr	-	-	-
18-May	-	-	-
3-Jun	-	-	-

E-Learning Code 6236 | Pathway Code 7066

6. DERIVATIVES

course type Class/VILT | course no: 1407

This Course is also available as E-learning

Intermediate | 2 DAY | Senior and middle management executives in Treasury, corporate banking, Financial control and Management personnel, Fund managers, Internal Auditors, Private Bankers and investment advisors

PURPOSE

Participants will learn the structure of all types of derivatives including forwards, futures, swaps, traded options, OTC options. The participants will learn to employ derivatives for hedging and other uses.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Derivatives*
- *Forwards and futures – payoff, margining, pricing of futures*
- *Options strategies – buying and selling strategies*
- *Interest rate and currency swaps*

Prerequisites: Investment & Portfolio management

VILT	Dubai	Sharjah	Abudhabi
25-Apr	31-Oct	21-Nov	-
5-May	-	-	-
30-May	-	-	-
13-Jun	-	-	-

Pathway Code 7075

7. BEHAVIORAL FINANCE

course type Class/VILT | course no: 1423

Specialization | 1 DAY | Equity investors, porfolio managers, Private and wealth management, officials in treasury and others based on rlrevance

PURPOSE

This course is intended for anyone who is working in the field of finance/-banking and is interested in how our innate biases affect our financial decision-making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Behavioral finance*
- *Expected utility vs. Prospect theory*
- *Risk aversion vs. Loss aversion*
- *Behavioral biases: confirmation bias, cognitive dissonance bias, hindsight bias etc.*
- *Cognitive & emotional shortcuts and errors*
- *Behavioral finance vs efficient markets*
- *Market bubbles & crashes*

Prerequisites: Investment & Portfolio management, Technical analysis

VILT	Dubai	Sharjah	Abudhabi
6-May	16-Nov	25-Nov	-
27-May	-	-	-
15-Jun	-	-	-
30-Jun	-	-	-

Pathway Code 7022

8. TREASURY SOLUTIONS FOR RELATIONSHIP MANAGERS

course type Class/VILT | course no: 1425

Specialization | 1 DAY | Relationship managers in Corporate banking, treasury sales, credit analysts and other who want an idea of heldging solutions for corporates and others

PURPOSE

The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *To hedge or not to hedge*
- *Identifying hedging opportunities for a corporate client*
- *How hedging can manage risks and support corporate performance*
- *Overview of tools for hedging: forwards, futures, options and swaps*

VILT	Dubai	Sharjah	Abudhabi
14-Feb	2-Sep	20-Sep	-
2-Mar	-	-	-
18-Mar	-	-	-
1-Apr	-	-	-

TREASURY & INVESTMENTS

9. SCA REGULATIONS: AN OVERVIEW

course type: Class/VILT
course no: 1951

Specialization | 1 DAY | Officials in wealth management, private banking, investment banking and brokerage

PURPOSE

To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Role of SCA*
- *Securities & commodities markets legislation*
- *Governance of corporate entities*
- *Regulation of market activities*
- *Market conduct regulation*
- *Client protection*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	19-Oct	-	-
-	-	-	-
-	-	-	-

10. EXOTIC OPTIONS & STRUCTURED PRODUCTS MASTERCLASS

course type: Class/VILT
course no: 1414

Mastercalss | 2 DAY | Portfolio risk managers, corporate financiers, treasurers, credit risk managers and investment sales, private bankers etc.

PURPOSE

Provide participants with a clear understanding of the role of structured product vehicles and to demonstrate a practical understanding of the core concepts behind structured products and the range of assets including sharia' compliant products linked to structured products.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Building blocks structured products.*
- *What are structured products?*
- *Issuers' and investors' appetite for structured products*
  - *A. Identify why issuers create structured products*
  - *B. Evaluate investor interest in structured products*
  - *C. Wedding cake*
  - *D. FX touch deposits, FX range/ double no touch deposit*
- *Structured products*
  - *A. Capital protected*
  - *B. High-yielding*
  - *C. Participation*
  - *D. Leverage*
- *Other miscellaneous structured products*

Prerequisites: Derivatives

VILT	Dubai	Sharjah	Abudhabi
17-Feb	8-Jun	22-Aug	-
-	-	-	-
-	-	-	-

Pathway Code: 7073

11. EQUITY RESEARCH MASTERCLASS

course type: Class/VILT
course no: 1411

Mastercalss | 2 DAY | Officials in wealth management, private banking, investment banking and brokerage

PURPOSE

The aim of the course is to familiarize the participants with the concepts of equity market analysis and to highlight tools and valuation techniques used in the analysis to enable them to profitably invest in the equity markets.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Equity as an asset class*
- *Fundamental analysis of equity*
  - *A. Investing methods: value investing, growth investing and cyclical investing*
- *Valuation approaches:*
  - *B. Valuation ratios – relative valuation models, discounted cash flow models*
- *Technical analysis*
  - *C. Charting tools, patterns*
- *Real life stock analysis in various markets*

E-Learning: The participants will work on an e learning module post the completion of the program for continuous learning.

VILT	Dubai	Sharjah	Abudhabi
21-Apr	27-Oct	21-Nov	-
3-May	-	-	-
26-May	-	-	-
14-Jun	-	-	-

12. SIMULATED FINANCIAL MARKET EXPERIENCE FOR BEGINNERS

course type: Simulation
course no: 1430

Foundation | 1 DAY | Bankers who are new to the trading desk or planning a transition there.

PURPOSE

Whether you know it or not, you are already participating in the global financial markets. Doesn't it make sense to take a more active role? Discover how you can benefit by simply understanding what these markets are about and what moves them?

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to financial markets*
- *Trading vs. Investment*
- *Types of charts and how to read them*
- *Identifying support and resistance zones*
- *Making trendlines and using fibonacci ratios*
- *How to use technical indicators - MACD, RSI, bollinger bands etc.*
- *Applying our learnings on live charts*

VILT	Dubai	Sharjah	Abudhabi
1-Mar	5-Jul	7-Oct	-
-	-	-	-

E-Learning Code: 6207 | Pathway Code: 7060

13. TREASURY INSIGHTS FOR NON-TREASURY STAFF

course type: Class/VILT | course no: 1412

This Course is also available as E-learning

Foundation | 1 DAY | Bankers who are new to the trading desk or planning a transition there.

PURPOSE

This course provides participants a working knowledge of how the treasury function of a Bank works. This course will help people in other functional areas to understand and appreciate technological

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Treasury management overview*
- *Treasury organization and structure:*
- *Treasury functions:*
  - *A. Global markets trading*
  - *B. Money markets*
  - *C. Investments*
  - *D. Asset & liability management*
  - *E. Basel guidelines*
- *Treasury control framework*

VILT	Dubai	Sharjah	Abudhabi
31-Jan	29-Aug	15-Sep	-
17-Feb	-	-	-
4-Mar	-	-	-
21-Mar	-	-	-

Pathway Code: 7062

14. ASSET & LIABILITIES MANAGEMENT PRIMER

course type: Class/VILT | course no: 1433

Foundation | 1 DAY | Bankers with less than 1-year experienced in ALCO or who are working in a risk management team of the bank and planning a transition to a specific role in ALCO team.

PURPOSE

Learn how to identify, measure and manage the interest rate risk, credit risk and liquidity risk on the balance sheets of firms, with particular emphasis on the balance sheets of financial institutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What types of risks a bank faces?*
- *Interest rate risk on the balance sheet*
- *Liquidity risk on the balance sheet*
- *Credit risk on the balance sheet*
- *Banking book vs trading book: hidden risks*
- *How alm helps in containing above risks*

VILT	Dubai	Sharjah	Abudhabi
28-Feb	26-Sep	12-Oct	-
17-Mar	-	-	-
31-Mar	-	-	-
18-Apr	-	-	-

15. ASSET & LIABILITIES MANAGEMENT PRACTITIONER'S TRACK

course type: Class/VILT | course no: 1434

Practitioners Track | 1 DAY | ALM Professionals / specialists and Risk Managers

PURPOSE

This course is for practicing ALM professionals; attending this course will equip them to manage the critical functions of an ALM manager, better.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Importance of ALM*
- *Overview of regulations*
- *ALM policy*
- *Management of critical alm functions*

VILT	Dubai	Sharjah	Abudhabi
8-Mar	24-Aug	-	-
-	-	-	-

E-Learning Code: 6206 | Pathway Code: 7063

16. FOREIGN EXCHANGE (FX) PRIMER

course type: Class/VILT | course no: 1405

This Course is also available as E-learning

Foundation | 1 DAY | For official looking for knowledge on basic FX concepts, Suitable for working in the areas of treasury, investments, corporate bankers, SME etc. and other based on relevance.

PURPOSE

The course aims to offer the participants a working knowledge of the FX markets. The learners will understand the dynamics of the currency markets, currency quoting methodologies and trading.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Fundamentals of foreign currency exchange rates*
- *Currency systems – currency peg, free float, common currency*
- *FX quoting*
- *Cross currency rates calculation*

VILT	Dubai	Sharjah	Abudhabi
8-Feb	10-Oct	26-Oct	23-Nov
14-Mar	-	-	-
30-Mar	-	-	-
15-Apr	-	-	-
2-May	-	-	-

TREASURY & INVESTMENTS

Pathway Code 7061

17. TREASURY OPERATIONS

course type: Class/VILT | course no: 1418

Intermediate | 1 DAY | Treasury back office and mid-office professionals, auditors and others based on relevance

PURPOSE

This Course helps Treasury Dealers, mid-office personnel and back office officials a complete picture of Treasury Operations.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Treasury functions*
- *Treasury markets*
- *Trading limits*
- *Front office operations*
- *Mid-office operations*
- *Back office operations*
- *Settlements and reconciliation with nostro accounts*
- *Treasury internal controls*
- *Ethics/ aci best practices/ regulation*

VILT	Dubai	Sharjah	Abudhabi
15-Feb	12-Sep	28-Sep	-
3-Mar	-	-	-
17-Mar	-	-	-
4-Apr	-	-	-

18. TREASURY & PORTFOLIO MANAGEMENT BOURSE GAME

course type: Class/VILT | course no: 1427

Intermediate | 1 DAY | Dealers, Treasury Sales, Internet Audit, Mid office Personnel, Risk personnel

PURPOSE

The Bourse Game is a training module on money markets, equities, commodities and foreign exchange that utilizes practical learning techniques and aims at creating a stimulating learning environment through real financial market mimicry. It involves trade simulations on FX, Equity and Money Market where the participants compete against themselves.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand how the global foreign exchange market works.*
- *Learn how to trade in different asset classes.*
- *Develop a good knowledge of risk management*
- *Become skilled at trading derivatives such as futures and options.*
- *Be able to advice your clients on trading & investments.*

Prerequisites: FX Primer

VILT	Dubai	Sharjah	Abudhabi
18-May	21-Nov	5-Dec	-
2-Jun	-	-	-
16-Jun	-	-	-
1-Jul	-	-	-

19. INTEREST RATE DERIVATIVES

course type: Class/VILT | course no: 1436

Specialization | 1 DAY | Investment, Wealth, Treasury Departments

PURPOSE

Interest Rate Derivatives are an essential part of the financial marketplace. This program will equip the learners to use, price, manage and evaluate interest rate derivatives.

The course starts with the building blocks of money markets and futures, through yield curve building to interest-rate swaps, options and structured products. The approach is hands-on and learning is enhanced through many practical exercises covering hedging, valuation and risk management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Explore the relationship between futures, forwards and fras*
- *Understand the four equivalent expressions of a yield curve: par curve, zero curve, discount curve and projection curve*
- *Construct hedges using futures & swaps*
- *Price and revalue swaps*
- *Learn how to value and hedge a swap portfolio*
- *Learn option fundamentals and the "greeks"*
- *Design, price and use caps, floors, collars and swaptions*

VILT	Dubai	Sharjah	Abudhabi
10-Feb	24-Jun	17-Nov	-
-	-	-	-

20. ADVANCED OPTION STRATEGY

course type: Class/VILT | course no: 1953

Specialization | 1 DAY | Investment, Wealth, Treasury Departments

PURPOSE

This course is designed for the serious traders who have mastered nearly all of the beginner and intermediate concepts with options trading. If you're an active trader each week and have a complete understanding of the statistics and probabilities, this course will help perfect and tweak your long-term strategy. In this course we will discuss the mechanics behind trade selection, entries & exits, profit taking levels, adjusting/hedging trades, and rolling trades near expiration.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- *How to manage and adjust trades that move against you.*
- *How to properly manage overall portfolio balance and "Black swan" event risk.*
- *Effectively using (or not using) smarter stop-loss orders.*
- *Automating the process of taking profitable trades off with gtc orders.*
- *Successfully getting through expiration week and assignments.*
- *Adjusting credit spreads, iron condors & calendars*

VILT	Dubai	Sharjah	Abudhabi
4-Feb	-	24-Jun	-
11-Mar	-	-	-

Pathway Code 7072

21. PORTFOLIO CREATION AND ASSET ALLOCATION

course type Class/VILT | course no: 1438

Specialization | 1 DAY | Wealth Management, Treasury

PURPOSE

The course starts with the principles of portfolio management and key concepts of risk and return for a portfolio. Then we will delve deeper in to understanding the major asset classes commonly found in portfolio, how they are valued and combined in an investment portfolio.

We will look at both traditional & alternative investments and the benefits and challenges associated with incorporating such investments into a portfolio. We will end the course by deciphering the portfolio performance evaluation strategies.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- *Describe the terminology used in portfolio management & a brief on mpt*
- *Understand traditional & alternatives asset classes*
- *Evaluate the investment process*
- *Explain the trade-off between return and risk*
- *Evaluate portfolio returns*
- *Apply various portfolio management strategies*

VILT	Dubai	Sharjah	Abudhabi
8-Apr	12-Oct	7-Nov	-
19-Apr	-	-	-
19-May	-	-	-
25-May	-	-	-

Pathway Code 7070

22. INVESTMENT ASSET CLASSES & VEHICLES

course type Class/VILT | course no: 1437

Intermediate | 1 DAY | Wealth Management, Treasury

PURPOSE

When we think of investing we mainly think of shares. But there's a whole range of different asset classes that you can invest your money in. In this course we are going to take a look at the main asset classes available for investment. We will talk about both traditional investment vehicles and the alternative investment classes.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- *Bonds*
- *Equities*
- *REIT'S*
- *Currencies*
- *Commodities*
- *Derivatives*

VILT	Dubai	Sharjah	Abudhabi
10-Mar	29-Aug	13-Sep	-
25-Mar	-	-	-
14-Apr	-	-	-
26-Apr	-	-	-

23. ISDA DOCUMENTATION

course type Class/VILT | course no: 1424

Specialization | 1 DAY | Relationship managers, Risk Managers, Treasury Professionals, Internal Auditors, Compliance Professionals, Finance Professionals, Senior Managers from all departments

PURPOSE

The course aims at providing basic understanding of ISDA Master Agreement in the domain of derivatives. This course would be useful for officials in treasury domain, corporate relationship managers who will be involved in structuring derivative deals with clients.

VILT	Dubai	Sharjah	Abudhabi
-	21-Nov	8-Jun	-
-	-	-	-

E-Learning & Micro Learning

1. FUTURES PRICING, MARGINING AND SETTLEMENT PROCESS

course type E-Learning | ELRN Code 1954

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

In this course we are going to look in to the mechanics of futures pricing. How the margins for a contract is calculated and contract settlement process:

LEARNING OUTCOME

- *Futures pricing*
- *Futures margin & margin calls*
- *Futures settlement process*

2. CREDIT DERIVATIVES

course type E-Learning | ELRN Code 1435

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

The advent of credit derivatives allows for capital markets participants to shift the credit risk associated with loans and securities. In this course we are going to look in to different features & risks associated with credit risk and then deep dive in to understanding Credit default swaps (CDS).

LEARNING OUTCOME

- *Describe the features of credit derivatives & comprehend the risks associated*
- *Understand credit default swap*

3. INTRODUCTION TO FORWARD CONTRACTS

course type E-Learning | ELRN Code 6268

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to forward contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes

LEARNING OUTCOME

- *Basics of a forward contract*
- *Forward rate agreements*

4. INTRODUCTION TO FUTURES CONTRACTS

course type E-Learning | ELRN Code 6269

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to futures contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.

LEARNING OUTCOME

- *Basics of futures contracts*
- *Mark to market process*
- *How futures contracts can be used for hedging*

5.INTRODUCTION TO OPTIONS CONTRACTS

course type E-Learning | ELRN Code 6270

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to options contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes

LEARNING OUTCOME

- *Basics of options contracts*
- *Option pay-off profiles*
- *How futures contracts can be used for hedging*

6. INTRODUCTION TO SWAP CONTRACTS

course type E-Learning | ELRN Code 6271

Specialization | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to swap contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and discuss to most used swap contracts i.e. Interest Rate Swap & Currency Swap

LEARNING OUTCOME

- *Introduction to irs*
- *How banks use irs to manage interest rate risk*
- *Introduction to currency swap*

7. OPTION PRICING

course type E-Learning | ELRN Code 6272

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course is designed for those who wants to understand the mechanics of option pricing and valuation. We will look in to derivatives pricing in the binomial model including European and American options; handling dividends and convergence of the binomial model to Black-Scholes.

LEARNING OUTCOME

- *Introduction to option pricing*
- *Black-scholes model*

8. TYPES OF BONDS

course type E-Learning | ELRN Code 6273

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course is designed to explain the different types of bonds and all the jargon and terminology associated with the underlying market.

LEARNING OUTCOME

- *Bonds based on entities*
- *Bonds based on coupons*

9. BOND YIELDS

course type E-Learning | ELRN Code 6274

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

In this course we are going to understand the meaning of the term bond's yield. We are also going to calculate two most common forms of bond yields i.e. Current Yield & Yield to Maturity (YTM) and understand their significance.

LEARNING OUTCOME

- *Understand the meaning of yield*
- *Calculate current yield & YTM*

10. BOND YIELD CURVES & ANALYSIS

course type E-Learning | ELRN Code 6275

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

This course examines the shapes, uses, and derivation of yield curves. Construction of curves begins with the benchmark government curve, which is then followed by the derivation of the spot and forward curve. Additionally, more sophisticated techniques for interpolation are explored in this course.

LEARNING OUTCOME

- *Describe the construction and analytical applications of yield curves*
- *Explain theories regarding the level and shape of yield curves*
- *Develop the ability to apply yield curves in valuation and analysis of debt securities*

11. BOND DURATION & CONVEXITY

course type E-Learning | ELRN Code 6276

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

One can estimate to a fair degree of accuracy the change in the value of a bond given a change in the interest rate. This estimate can be used either to reduce/increase exposure to interest rate sensitive investments or to hedge out the interest rate risk by matching the interest rate volatility of assets to that of liabilities. This can be done using sensitivity measures such as – Duration & Convexity and the course is designed to cover both these topics in detail

LEARNING OUTCOME

- *Understanding bond duration & its calculation*
- *Understanding bond convexity*

12. INDUSTRY REGULATION

course type E-Learning | ELRN Code 6293

Intermediate | Investement, Wealth, Treasury Department

COURSE OUTLINE

In this course we will discuss about some generic rules in the major investment markets which are explored by the treasury for investment purposes. We are going to learn some important rules and regulations surrounding the investment industry and activities which are prohibited to be undertaken.

LEARNING OUTCOME

- *Front-running*
- *Insider trading*
- *Corporate governance*
- *SCA rules & regulations*

13. HOW TO PROTECT PORTFOLIO FROM A MARKET CRASH

course type E-Learning | ELRN Code 6075

Intermediate

Investement, Wealth, Treasury Department

COURSE OUTLINE

Warren Buffett, arguably the greatest investor in the world, says that there is only one rule of investing in markets: "Don't lose money." But the problem is that many investors do not know how to do that. For those who have their life's savings or retirement funds invested in the market, there are a variety of steps you could take to safeguard your portfolio. In this training you will learn about different asset allocation strategies along with the tools of hedging your portfolio.

LEARNING OUTCOME

- *Asset allocation strategies and market timing*
- *Principles of portfolio management*
- *Hedging your portfolio using futures*
- *Hedging your portfolio using options*

14. TECHNICAL ANALYSIS SERIES: TECHNICAL ANALYSIS & DOW THEORY

course type E-Learning | ELRN Code 6122

Intermediate

Investement, Wealth, Treasury Department

COURSE OUTLINE

This is the first module of this focused learning series in which we are going to get our baseline knowledge of technical analysis. We are going to discuss about the assumptions we strongly believe in as a technical analyst and what technical analysis is and what it is not. We are also, briefly, going to touch upon the main differences between technical analysis and fundamental analysis.
In the second piece of this module we will talk about DOW theory and its tenets.

LEARNING OUTCOME

- *Introduction to technical analysis*
- *Dow theory*

15. TECHNICAL ANALYSIS SERIES: TYPE OF CHARTS & CANDLE STICKS

course type E-Learning | ELRN Code 6123

Intermediate

Investement, Wealth, Treasury Department

COURSE OUTLINE

In this module of technical analysis series, we will start our discussion by looking at different types of charts that can be used in performing technical analysis. There is no right or wrong chart type but before you choose the one which you are going to use, you need to know its pros and cons.

LEARNING OUTCOME

- *Most used chart types*
- *Patterns: doji, hammer, hanging man, shooting star etc. are some very important patterns which can give an edge to a trader if identified properly.*

16. TECHNICAL ANALYSIS SERIES: TOOLS

course type E-Learning | ELRN Code 6294

Intermediate

Investement, Wealth, Treasury Department

COURSE OUTLINE

Just like any trade requires tools, we need tools to perform an informed technical analysis. In this segment of our ongoing focused lecture series, we are going to go one layer deeper in our technical analysis by understanding and implementing different technical tools which are available at our disposal.

LEARNING OUTCOME

- *Important trend indicators*
- *Momentum indicators which can help us in identifying the Underlying market sentiments and thus can assist in our trading*



since 1983

COMPLIANCE & AUDIT

07



www.eibfs.ae

COMPLIANCE & AUDIT

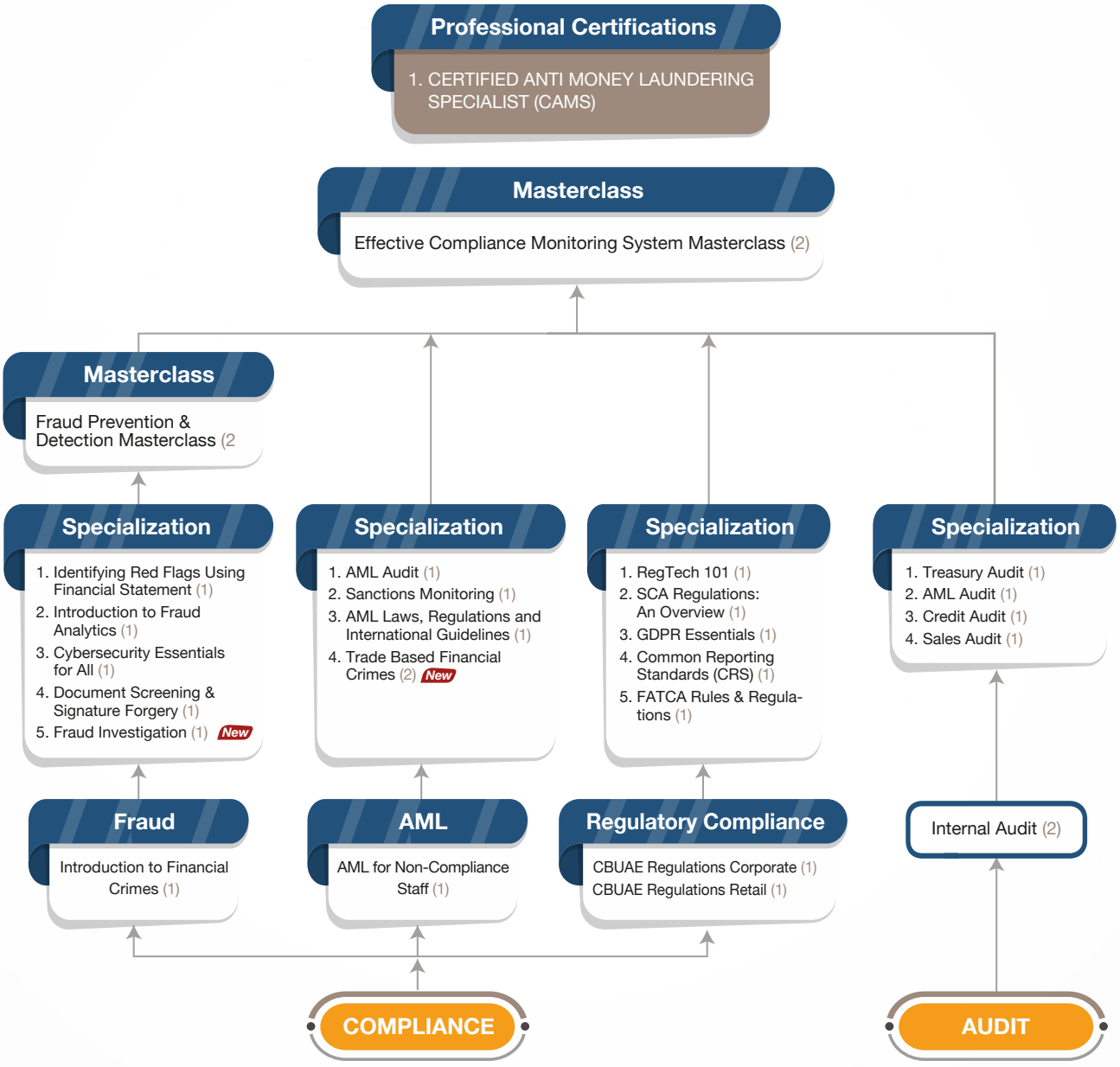
HOW TO APPROACH THIS CATEGORY?

COMPLIANCE

This vertical focuses on creating competencies for existing and aspiring professionals in the domain of Compliance. The category offers many programs in all specialized areas like Frauds and Financial Crimes, Anti Money Laundering and Regulatory Compliance.

AUDIT

This vertical has been greatly enchanced with new specialized courses in Treasury Audit, AML Audit, Credit Audit and Sales audit. This is expected to give the learners key skills and contemporary knowledge in the domain.



Micro Learning & E-Learning Courses

1. Internal fraud	7. GOAML & STR
2. Identity crime	8. Financial Intelligence Units (FIU)
3. Card frauds	9. Ultimate Beneficial Ownership (UBO)
4. Cheque fraud prevention	10. Politically Exposed Persons (PEPS)
5. How strong is your password?	11. Methods of money laundering
6. European union directives	12. Money laundering red flags
	13. AML risk based approach

COMPLIANCE & AUDIT

1. INTRODUCTION TO FINANCIAL CRIMES

E-Learning Code	Pathway Code
6217	7120

course type: Class/VILT | course no: 1907

This Course is also available as E-learning

Foundation | 1 DAY

Bank officials working in retail corporate and general banking operation. Compliance and internal Audit managers and to anyone in the UAE Banking Industry

PURPOSE

Financial crime threatens the safety and soundness of financial systems world-wide. There are many ways an individual or a firm can be exposed to these crimes. Creating awareness and understanding of how these frauds happen is an important step in reducing these crimes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The background and nature of financial crimes*
- *Different types of financial crimes in banks*
- *How does a financial crime start?*
  - *ID theft*
  - *Employee fraud red flags*
  - *Phishing*
  - *Skimming*
  - *Spoofing*
- *Financial crime life cycle – compliance*
- *Role of technology in fighting financial crime*

VILT	Dubai	Sharjah	Abudhabi
7-Feb	5-Sep	21-Sep	-
21-Feb	-	-	-
9-Mar	-	-	-
25-Mar	-	-	-
11-Apr	-	-	-

2. IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

E-Learning Code	Pathway Code
6205	7002

course type: Class/VILT | course no: 1225

This Course is also available as E-learning

Specialization | 1 DAY

Officials in the area of Credit, Risk Corporate Relationship managers, Credit analytics etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand how financial statements could be used to analyze red flags*
- *Discuss possible areas of creative accounting and financial frauds*
- *Identify red flags on company's financial position to make a suitable Credit or investment decision*

Prerequisite: Financial statement analysis primer & Cash low analysis

VILT	Dubai	Sharjah	Abudhabi
24-Mar	19-Sep	5-Oct	26-Oct
6-Apr	-	-	-
22Apr	-	-	-
2-May	-	-	-

3. INTRODUCTION TO FRAUD ANALYTICS

Pathway Code
7044

course type: Class/VILT | course no: 1831

Specialization | 1 DAY

Fraud Control Monitoring Team, Internal Control and Internal Audit.

PURPOSE

Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Fraud analytics – its importance and challenges*
- *Fraud profiling*
- *Data analysis*
- *Risk assessment using data*
- *Internal control measures*
- *The fraud scenario approach*
- *Using analytics for internal fraud investigation / audit*

VILT	Dubai	Sharjah	Abudhabi
18-Apr	28- OCt	16-Nov	-
4-May	-		-
20-May	-		-
3-Jun	-		-

4. CYBERSECURITY ESSENTIALS FOR ALL

Pathway Code
7041

course type: Class/VILT | course no: 1818

Specialization | 1 DAY

Open to mid & senior professionals in all functional areas

PURPOSE

This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to evaluate the critical role of cybersecurity in the banking industry*
- *Various types of cyber attacks*
- *How to combat cyber-attacks and cybercrimes*
- *How to deliberate on new trends, regulations and best practices*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	19-Sep	5-Oct	-
23-Mar	-	-	-
8-Apr	-	-	-
25-Apr	-	-	-

Pathway Code 7042

5. DOCUMENT SCREENING & SIGNATURE EXAMINATION

course type Class/VILT | course no: 1946

Specialization | 1 DAY | Tellers, Customer Service officers who deal in verifying documents and signatures. Officials from the fraud Control Units and Complaince.

PURPOSE

Forgery, counterfeiting, documents screening and verification is a skill that should be enhanced to enable bankers to prevent fraudulent transactions in the bank. This course will help you to understand and support your decision-making skills while dealing with possible fraud/ Red Flag scenarios and to detect and uncover these frauds

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identify different kinds of frauds in banking*
- *Cheque fraud prevention*
- *Signature forgery and verification*
- *Payment instruments fraud – bank note counterfeiting & credit cards*
- *Document screening and verification*

VILT	Dubai	Sharjah	Abudhabi
21-Mar	3-Oct	19-Oct	-
6-Apr	-	-	-
22-Apr	-	-	-
6-May	-	-	-

Pathway Code 7045

6. FRAUD INVESTIGATIONS

course type Class/VILT | course no: 1955

Specialization | 1 DAY | Fraud Examiners / Fraud Investigation / Fraud Analyst / Internal Auditor / Officials from fraud department.

PURPOSE

The objective of fraud examination is to notate evidence of fraud in order to prevent any future fraud, recover losses from fraud, and strengthen internal controls. This course will create an understanding and awareness about internationally accepted methods and process in fraud investigations.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Planning and conducting a fraud examination*
- *Interview theory and application*
- *Importance of fraud analytics in fraud examination*
- *Tracing illicit transactions*
- *Analysing documents and report writing*
- *Sources of information*

VILT	Dubai	Sharjah	Abudhabi
2-May	11-Nov	25-Nov	-
18-May	-	-	-
2-Jun	-	-	-
17-Jun	-	-	-

Pathway Code 7043

7. FRAUD PREVENTION AND DETECTION MASTERCLASS

course type Class/VILT | course no: 1945

Mastercalss | 1 DAY | Branch Managers, Compliance officers, Fraud Control and Monitoring Team, Operational Risk, Internal Control and Internal Audit

PURPOSE

Macro level analysis of Fraud Prevention and Detection. Developing a fraud risk management program. Analyse the importance of technology in fraud prevention and detection. Linking Anti-Fraud and Anti-AML – Unrealised opportunities or Unnecessary Complexities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Myth and facts on frauds*
- *Fraud triangle and fraud diamond*
- *Fraud and its (cost) impact*
- *Fraud prevention v/s fraud detection*
- *Conducting fraud investigations*
- *Fraud investigators and fraud examiners*
- *Fraud risk assessment*
- *Enterprise risk management*
- *Big data's role in fighting financial crime.*
- *Technology solutions to fraud prevention and detection*
- *Linking anti-fraud and AML programs.*

VILT	Dubai	Sharjah	Abudhabi
27-Jan	14-Oct	2-Nov	-
4-Apr	-	-	-
20-Apr	-	-	-
5-May	-	-	-
19-May	-	-	-

E-Learning Code 6219 | Pathway Code 7030

8. AML FOR NON COMPLIANCE STAFF

course type Class/VILT | course no: 1934

This Course is also available as E-learning

Foundation | 1 DAY | Officials from all functional areas of the bank as AML compliance is a joint effort

PURPOSE

The course will help to create awareness of Anti money laundering among all the staff in various functional domains of banking. The risk of money laundering is open across business functions and needs awareness and diligent action for its prevention.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Explain nature, process of money laundering and its risks.*
- *Understand the risks of the money laundering*
- *Understand the similarities and differences of money laundering And terrorist financing.*
- *Apply the KYC, CDD and EDD in verifying identity, transactions of customers*
- *Understand UAE federal laws and awareness of employee Responsibilities*

VILT	Dubai	Sharjah	Abudhabi
9-Feb	22-Aug	6-Sep	28-Sep
25-Feb	-	-	-
11-Mar	-	-	-
1-Apr	-	-	-

COMPLIANCE & AUDIT

E-Learning Code 6142

9. SANCTIONS MONITORING

course type Class/VILT | course no: 1938

This Course is also available as E-learning

Specialization | 1 DAY | Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments

PURPOSE

The objective of this course is to discuss various methods and strategies to ensure compliance to the sanctions imposed in certain jurisdictions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand the terminology, concepts, and processes of sanctions monitoring*
- *Understand the different type types of sanctions.*
- *Creating an effective sanction screening process.*
- *Global regulation to sanction – introduction to UN sanctions, OFAC, World Check, UAE blacklist*
- *The use of technology in sanction list monitoring.*

Prerequisite: Financial statement analysis primer & Cash low analysis

VILT	Dubai	Sharjah	Abudhabi
21-Mar	30-Sep	14-Oct	-
5-Apr	-	-	-
18-Apr	-	-	-
4-May	-	-	-
-	-	-	-

Pathway Code 7032

10. AML LAWS, REGULATIONS AND INTERNATIONAL GUIDELINES

course type Class/VILT | course no: 1901

Specialization | 1 DAY | All Staff of the bank who would like to get the indepth knowledge of AML

PURPOSE

The course aims to share the laws and best practices in the domain of anti-money laundering.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Nature of money laundering*
- *History and processes of money laundering*
- *Volumes and risks of the money laundering*
- *International standards on AML - FATF, UN initiatives and others*
- *Latest AML cases: international / UAE*
- *AML compliance management system*
- *UAE initiatives (federal law, central bank circulars, focus areas of AML risk)*

VILT	Dubai	Sharjah	Abudhabi
26-Jan	22-Sep	5-Oct	26-Oct
7-Mar	-	15-Nov	-
22-Mar	-	-	-
8-Apr	-	-	-
20-Apr	-	-	-

11. CBUAE REGULATIONS CORPORATE

course type Class/VILT | course no: 1935

Foundation | 1 DAY | Corporate Banking, Business Banking, Senior Managers of all departments, Internal Auditors, Compliance Managers, Risk Managers

PURPOSE

This program will familiarize the participants with regulations that impact corporate banking and business banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of laws and regulations*
- *Civil code, commercial code, commercial companies law & Central Bank law*
- *BASEL II CAR*
- *Credit regulations including BCBS guidelines and insolvency laws*
- *Basel guidelines for operational, market and liquidity risk*
- *SCA & CBUAE regulations on corporate governance*

VILT	Dubai	Sharjah	Abudhabi
14-Apr	13-Jun	23-Sep	-
-	-	-	-
-	-	-	-
-	-	-	-

12. CBUAE REGULATIONS RETAIL

course type Class/VILT | course no: 1936

Foundation | 1 DAY | All officials in the domain of retail banking

PURPOSE

This program will familiarize the participants with regulations that impact retail banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *To familiarize with the regulatory landscape in UAE.*
- *To understand, important banking laws, Central Bank of UAE (CBUAE) regulations, Basel guidelines.*
- *How to apply these regulations in the day to day banking operations.*

VILT	Dubai	Sharjah	Abudhabi
2-Feb	7-Sep	14-Nov	-
31-Mar	-	-	-
29-Apr	-	-	-
-	-	-	-

Pathway Code 7038

13. REGTECH 101

course type Class/VILT | course no: 1825

Specialization | 1 DAY | Risk and Compliance Officers, Fraud Monitoring and Control Units and banking officials who wants to understand the next big thing in Banking technology space

PURPOSE

Regulatory technology, in short REGTECH, is a new technology that utilizes information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in Banking Industry.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Fintech vs Regtech*
- *The importance and advantages of Regtech*
- *The Regtech universe*
- *Risk and risk management*
- *Regulatory reporting using Regtech*
- *The future of compliance with Regtech.*

VILT	Dubai	Sharjah	Abudhabi
16-May	2-Nov	16-Nov	-
3-Jun	-	-	-
20-Jun	-	-	-
30-Jun	-	-	-

Pathway Code 7049

14. SCA REGULATIONS: AN OVERVIEW

course type Class/VILT | course no: 1951

Specialization | 1 DAY | Official in wealth management, private banking, investment banking and brokerage

PURPOSE

To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Role of SCA*
- *Securities & commodities markets legislation*
- *Governance of corporate entities*
- *Regulation of market activities*
- *Market conduct regulation*
- *Client protection*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	19-Oct	-	-
-	-	-	-

Pathway Code 7037

15. GENERAL DATA PROTECTION REGULATION (GDPR) ESSENTIALS

course type Class/VILT | course no: 1952

Specialization | 1 DAY | Officials working in compliance, regulatory reporting and others based on relevance

PURPOSE

GDPR Act in EU is acknowledged globally as one of the landmark regulations in the data protection and privacy area. This course aims at giving a working knowledge of the GDPR and understanding how it affects your organization and ensure compliance

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand the purpose and applicability of GDPR*
- *Understand the entities in GDPR*
- *Understand how to define personal data under GDPR*
- *Discuss the overview of GDPR articles, fines and penalties*

VILT	Dubai	Sharjah	Abudhabi
6-May	26-Oct	9-Nov	-
27-May	-	-	-
10-Jun	-	-	-
23-Jun	-	-	-

Pathway Code 7036

16. COMMON REPORTING STANDARDS (CRS)

course type Class/VILT | course no: 1937

Specialization | 1 DAY | Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departmetns

PURPOSE

This course will raise awareness of the domain of Common Reporting Standards, which is becoming an increasingly important area in global compliance domain.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction the CRS – concept and its elements*
- *How to create an awareness of the key requirements of CRS and the implications that it has on financial institutions and their customers*
- *Understand key requirements for classification of entities, financial accounts, and the customers.*
- *To understand the regulatory requirements on CRS.*

Prerequisite: Financial statement analysis primer & Cash low analysis

VILT	Dubai	Sharjah	Abudhabi
2-May	19-Oct	2-Nov	-
18-May	-	-	-
3-Jun	-	-	-
13-Jun	-	-	-

COMPLIANCE & AUDIT

Pathway Code 7035

17. FATCA RULES AND REGULATIONS

course type Class/VILT | course no: 1922

Specialization | 1 DAY | All the bank staff who is the compliance, taxation, and legal departments, senior officials from branches

PURPOSE

The Foreign Account Tax Compliance Act (FATCA) is a new US law aimed at foreign financial institutions (FFIs) and other financial intermediaries to prevent tax evasion by US citizens and residents using offshore accounts. It represents a complex and costly compliance task being forced upon financial services firms globally by the US tax authorities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Summary of FATCA developments*
- *Defining US accounts*
- *Intergovernmental approach – model 1 IGA & model 2 IGA*
- *FATCA's IGAS with the UAE and the middle east region*
- *Defining reportable financial institutions*
- *Reporting & withholding requirements*
- *Operational impact and due diligence requirements for UAE banks and financial institutions- account onboarding procedures-validity periods -document specifications*
- *Effects of non-compliance*

VILT	Dubai	Sharjah	Abudhabi
18-Apr	10-Oct	26-Oct	-
4-May	-	-	-
20-May	-	-	-
2-Jun	-	-	-

Pathway Code 7050

18. INTERNAL AUDIT

course type Class/VILT | course no: 1928

Foundation | 2 DAY | All Staff of the bank who would like to get the indepth knowledge of AML

PURPOSE

This course will help to enhance the skills of the participants relating to the audit and control in banks. This will help to highlight the crucial role of auditing as an important element in the management information system.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Risk-based internal audit function*
- *Reorganization of the audit function through audit teams (Credit audit, treasury, trade finance etc.)*
- *Reconfiguration of the audit universe (i.e. Identifying areas to be audited) by grouping, end-to-end transaction and product processing cycles*
- *Implementation of a risk assessment methodology (Inherent risk of each auditable unit)*
- *The prioritization of auditable units (categorization into high, medium and low risk auditable units)*
- *Developing and implementation of risk-based auditing tools and techniques*

VILT	Dubai	Sharjah	Abudhabi
21-Feb	1-Sep	27-Sep	-
9-Mar	-	-	-
24-Mar	-	-	-
7-Apr	-	-	-

Pathway Code 7052

19. TREASURY AUDIT

course type Class/VILT | course no: 1949

Specialization | 1 DAY | Officers from Audit Department, Treasury Departments, Internal Auditors and Compliance officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Treasury Dept. It will focus on Treasury risks and examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identification of treasury risks-major failures in banking industry*
- *Review of treasury policy*
- *Review of operational risk controls*
- *Review of market risk controls*
- *Review of model code of conduct*

VILT	Dubai	Sharjah	Abudhabi
21-Mar	30-Sep	25-Oct	-
6-Apr	-	-	-
22-Apr	-	-	-
6-May	-	-	-

Pathway Code 7054

20. AML AUDIT

course type Class/VILT | course no: 1948

Specialization | 1 DAY | Internal Auditors and Compliance officers

PURPOSE

Auditing an AML function requires enhanced functional skills and understanding the Audit function within the AML Framework. It requires an understanding the operational and technology methods in auditing the AML function. Creating an effective AML Audit and review program.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The five steps to be conducted in an AML audit*
- *Independent testing and three lines of defense*
- *Independent AML skills testing matrix*
- *Auditing the AML training*
- *Performing of AML audit procedures and testing*
- *Creating an effective AML audit / review program*

VILT	Dubai	Sharjah	Abudhabi
19-Apr	27-Oct	22-Nov	-
3-May	-	-	-
17-May	-	-	-
1-Jun	-	-	-

Pathway Code 7051

21. CREDIT AUDIT

course type Class/VILT | course no: 1950

Specialization | 1 DAY | Officers from Audit Department Crredit Department, Internal Aduitors and Compliance officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Credit Dept. It will focus on risks facing the Credit Dept and examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Review of risk identification process*
- *Review of compliance with regulations and credit policy*
- *Adequacy of operational risk controls-SOD, arm's length lending, insider trading, lender liability and review of credit admin dept*
- *Review of credit risk assessment*
- *Review of credit documentation*
- *Review of loan pricing*
- *Review of classification of loans and application of IFRS-9*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	16-Sep	11-Oct	-
23-Mar	-	-	-
8-Apr	-	-	-
22-Apr	-	-	-

Pathway Code 7053

22. SALES AUDIT

course type Class/VILT | course no: 1520

Intermediate | 1 DAY | Officers from Audit Department Crredit Department, Internal Aduitors and Compliance officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Market audit-review of sales targets*
- *Review of market communications*
- *Review of manpower resources*
- *Review of sales procedures/retail/wealth management/insurance/treasury*
- *Review of outsourced sales*
- *Review of customer selection, appropriateness test, misrepresentation and pressure*
- *Review of customer service*

VILT	Dubai	Sharjah	Abudhabi
4-Apr	14-Oct	8-Nov	-
20-Apr	-	-	-
6-May	-	-	-
20-May	-	-	-

Pathway Code 7056

23. EFFECTIVE COMPLIANCE MONITORING SYSTEM MASTERCLASS

course type Class/VILT | course no: 1939

Mastercalss | 2 DAY | Senior managers in compliance, risk, audit and other functional heads

PURPOSE

This course is focused on ensuring effective compliance in all key business functions of the banks. This course aims to identify key compliance requirements in important departments, identify the risk of non-compliance and to take corrective actions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The role of compliance risk as the foundation of compliance monitoring*
- *Understand the importance of a risk-based compliance monitoring programme*
- *Identify major compliance requirements across various business functions*
- *Suggest effective monitoring mechanism for effective compliance*
- *Challenges that can arise in implementing the compliance monitoring system.*

Prerequisite: CBUAE Regulations- Corporate, Sanctions Monitoring, AML Law & Best practices or relevant experience

VILT	Dubai	Sharjah	Abudhabi
23-May	14-Nov	5-Dec	-
9-Jun	-	-	-
23-Jun	-	-	-
5-Jul	-	-	-

Pathway Code 7034

23. TRADE BASED FINANCIAL CRIMES

course type Class/VILT | course no: 1130

Specialization | 2 DAY | Senior managers in compliance, risk, audit and other functional heads

PURPOSE

Financial Crimes pose serious threat to the Banking system and the economies. Using Trade and Banking channels is one of the major tools used for large scale financial crimes. This course looks at Financial crimes with a specific focus on Trade Finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Define financial crime.*
- *Define trade based KYC and CDD.*
- *Differentiate trade based financial crimes types.*
- *Identify trade based ML/TF red flags.*
- *Analyze trade transactions for sanctions.*
- *Demonstrate commercial fraud and collusion.*

VILT	Dubai	Sharjah	Abudhabi
4-Apr	3-Oct	19-Oct	-
20-Apr	-	-	-
5-May	-	-	-
19-May	-	-	-

E-Learning & Micro Learning

1. INTERNAL FRAUD

course type E-Learning | ELRN Code 6259

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Internal fraud refers to a type of fraud that is committed by an individual / group of individuals against an organization. So it can be also referred as employee frauds. Research over the years estimate that over 70% of all financial loss due to banking frauds are directly or indirectly linked to employee frauds.

LEARNING OUTCOME

- *Quantum of "internal fraud"*
- *Fraud triangle and fraud diamond*
- *Profile of an internal fraudster & red flags*
- *"Internal fraud" – an internal auditors perspective*
- *Methods to mitigate internal fraud.*

2. IDENTITY CRIME

course type E-Learning | ELRN Code 6242

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Identity crime is now become the underlying crime for other financial crimes. Identity Crime is broadly defined as the unlawful use of another's personal identifying information with wrong or negative intent. Identify thieves obtain personal information in a variety of ways, mostly through technology related methods.

LEARNING OUTCOME

- *Techniques used by identity thieves*
- *Traditional methods*
- *Technology related methods*
- *Red flags in identifying identity crime.*
- *How can one guard against ID theft – do's and don'ts*

3. CARD FRAUDS

course type E-Learning | ELRN Code 6266

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Credit card fraud is one of the biggest problem in the area of financial fraud. In a country like UAE, where tourism is one the huge area of business, you can expect not only UAE based Bank Credit cards, but also international Bank Cards with MASTER / VISA / DINERS etc. Card frauds include different types of frauds other than credit card frauds like Debit cards, Travel Cards etc.

LEARNING OUTCOME

- *Security features of a "credit card ".*
- *How card frauds are initiated?*
- *Red flags in identifying credit card frauds*
- *Countermeasures on card frauds*

4. CHEQUE FRAUD PREVENTION

course type E-Learning | ELRN Code 6228

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Cheque is common payment mechanism used by individuals and more by businesses. Cheque fraud is the oldest and most common forms of financial crime. Even with explosion of digital payments, cheque are still used for millions and billions for transactions every year.

LEARNING OUTCOME

- *Security features of a cheque*
- *Identifying a fraud check in a clearing process.*
- *Identifying an altered cheque*
- *Additional security features of managers cheque*

5. HOW STRONG IS YOUR PASSWORD?

course type E-Learning | ELRN Code 6241

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Crimes related to password sharing or password stealing or password hacking has always been a pertinent issue, especially with financial institutions. We have passwords for official purposes and then we have personal and social media passwords. It is estimated that a person can have a minimum 6 to 10 passwords. Studies shows that 81% of data breaches are caused by weak or reused passwords.

LEARNING OUTCOME

- *Understanding of "world password day"*
- *Evaluating the strength of your password*
- *Common password security questions*
- *Probing password security questions*
- *The reality of password cracking*
- *Ingredients of an exceptional password*
- *The use of technology in password protection*

6. EUROPEAN UNION DIRECTIVES

course type E-Learning | ELRN Code 6239

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Fighting money laundering and terrorist financing contributes to global security and integrity of financial system all over the world. European Union had adopted the first anti-money laundering Directive in 1990 in order to prevent the misuse of the financial system for the purpose of money laundering. Subsequently it has issued up to 5th EU directive on Money laundering and terrorist financing. The 6th directive is expected in December 2020.

LEARNING OUTCOME

- *Importance of EU AML directives*
- *Highlights of 4th EU AML directive*
- *Highlights of 5th EU AML directive*

7. GOAML & STR

course type E-Learning | ELRN Code 6267

Intermediate | Open to all based in relevance

COURSE OVERVIEW

"goAML" platform is a standard application - integrated database and intelligent analysis software system developed by the United Nations Office on Drugs and Crime (UNODC) for Financial Intelligence Units worldwide to counter Terrorist Financing and Money Laundering. The UAE is the first to launch the goAML platform in the GCC in June 2019. The objective has been to provide support for UAE's financial institutions in line with global standards in STR reporting.

LEARNING OUTCOME

- *Understanding the GOAML platform*
- *Functions of GOAML applications*
- *Primary data report types*
- *Key benefits of the GOAML platform*

8. FINANCIAL INTELLIGENCE UNITS (FIU)

course type E-Learning | ELRN Code 6240

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Financial intelligence units (FIUs) are national centers which collect information on suspicious or unusual financial activity from the financial industry and other entities or professions required to report suspicious transactions, suspected of being money laundering or terrorism financing. FIU will collect raw transactional information and STR/SAR usually provided by banks and other entities as part of regulatory requirements.

LEARNING OUTCOME

- *Functions of financial intelligence units*
- *Stages of suspicious activity reporting processes at FIU*
- *Introduction to Egmont group principles*

9. ULTIMATE BENEFICIAL OWNERSHIP (UBO)

course type E-Learning | ELRN Code 6256

Intermediate | Open to all based in relevance

COURSE OVERVIEW

An Ultimate Beneficial Owner is an individual who ultimately owns or controls the business or business Partner, whether directly as a shareholder, or indirectly via control of companies, other entities or structures that control the Business Partner. Financial Action Task Force (FATF) Recommendation 10 address Customer Due diligence - states the importance of identifying the UBO.

LEARNING OUTCOME

- *What is ultimate beneficial ownership?*
- *Types of UBO.*
- *Data sources you need to screen a beneficial owner.*
- *Why understanding beneficial ownership is important?*

10. POLITICALLY EXPOSED PERSONS (PEPS)

course type E-Learning | ELRN Code 6253

Intermediate | Open to all based in relevance

COURSE OVERVIEW

PEPs are individuals who have been entrusted with prominent public positions. Most PEPs act lawfully. But their public positions expose them to a much higher risk of bribery and corruption than the average customer, investor, or third party. The money thus received can be used for money laundering and terrorist financing activities. Any illegal act by the PEPs in a financial activity will result in reputation damage and may be subject to sanctions, regulatory fines etc.

LEARNING OUTCOME

- *FATF guidelines on politically exposed persons*
- *Types of PEPS*
- *Red flags in identifying a PEP*

11. METHODS OF MONEY LAUNDERING

course type E-Learning | ELRN Code 6125

Intermediate | Open to all based in relevance

COURSE OVERVIEW

The main objective of criminals is to conceal the illegal source of money. They use a lot of different methods to achieve this objective. This focused topic highlight some of the most popular techniques used by criminals to do this.

LEARNING OUTCOME

- *Identify how criminals target any economic activity.*
- *Explain attractive products to criminals in financial industry.*
- *Differentiate alternative structures in money laundering.*
- *Differentiate trade based structures that are used by criminals.*

12. MONEY LAUNDERING RED FLAGS

course type E-Learning | ELRN Code 6140

Intermediate | Open to all based in relevance

COURSE OVERVIEW

Analysts who track the transactions can find out money laundering red flags arising from suspicious transactions, patterns, trends etc

LEARNING OUTCOME

- *What are red flags*
- *Suspicious transactions*
- *Common patterns and trends*
- *Using technology for spotting money laundering*

13. AML RISK BASED APPROACH

course type E-Learning

ELRN Code 6141

Intermediate

ALM Professionals / specialists and Risk Managers

COURSE OVERVIEW

This focused topic highlights the application of the risk based approach in the banking industry in a way to enable bankers to assess the risks which they may be exposed to and develop structured models to deal with ML/CFT exposures.

LEARNING OUTCOME

- *Identify the elements of the risk based approach.*
- *Assess the risks related to customers, products, channels and geography.*
- *Design a risk score model to rate AML/CFT exposures.*
- *Define measures to be used to cover AML/CFT exposure.*




eibfs
معهد الإمارات للدراسات
المصرفية والمالية
Emirates Institute for
Banking and Financial Studies



since 1983

08

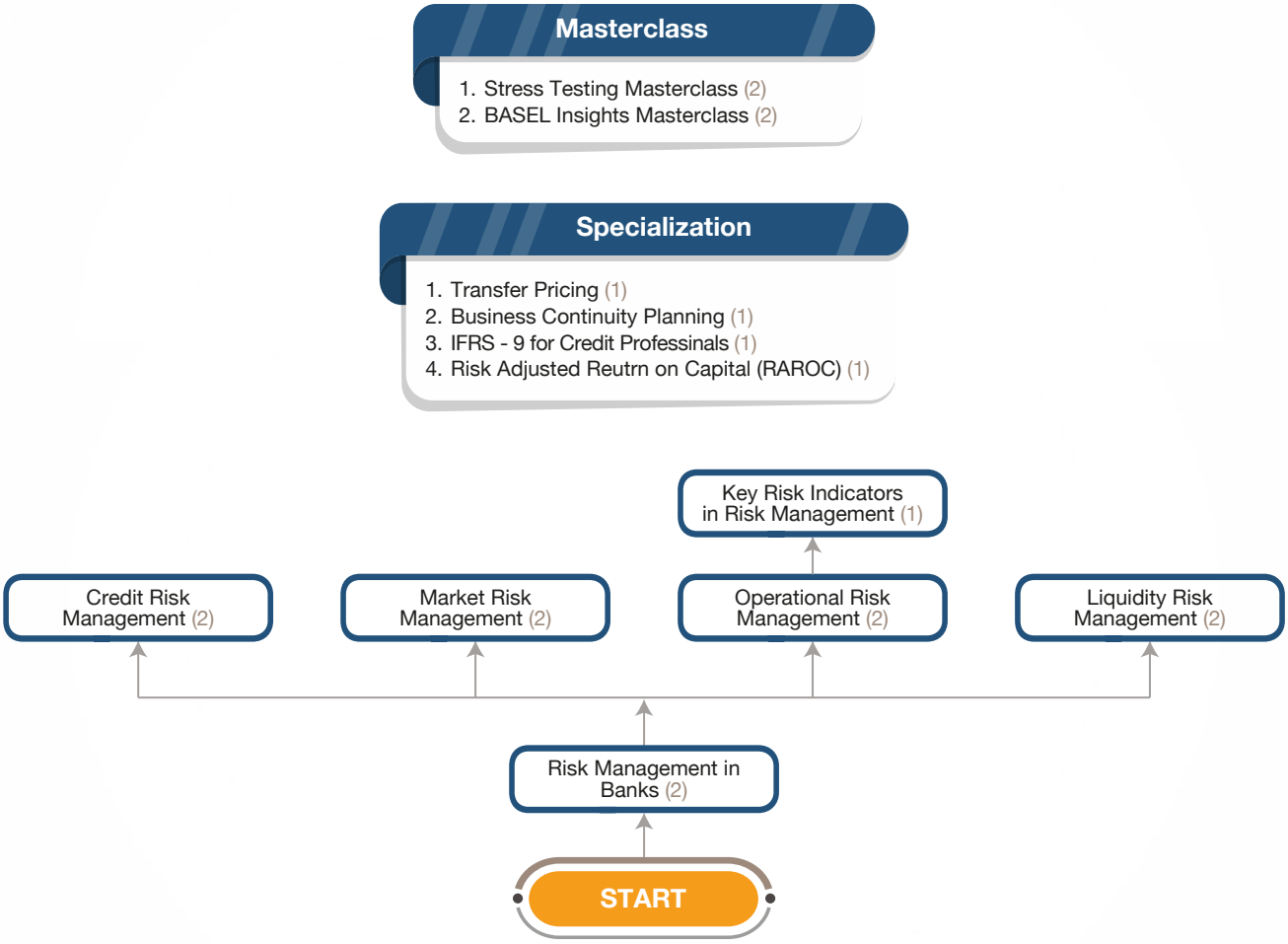
RISK & GOVERNANCE

www.eibfs.ae

RISK MANAGEMENT & GOVERNANCE

HOW TO APPROACH THIS CATEGORY?

EIBFS offers the complete suite of programs covering all the aspects of Risk Management and Governance in Banks. The learners can have an effective learning journey covering the specialized areas of Credit, Market, Operational and Liquidity Risks.



Micro Learning Courses
1. Internal capital adequacy assessment process
2. Funds transfer pricing
3. Black swan event
4. Risk appetite & risk tolerance
5. Value at Risk (VAR)
6. IFRS-9 highlights for credit professionals

RISK MANAGEMENT & GOVERNANCE

1. RISK MANAGEMENT IN BANKS

course type: Class/VILT | course no: 1911

Foundation | 2 DAY

Risk Management Professionals, Compliance, Corporate bankers, Branch Managers, Treasury and Internal Audit Professionals

PURPOSE

Financial institutions have been using risk management tools to control their risks. No longer is it seen purely as a control mechanism – but as a critical input into the business. Every transaction should be assessed in terms of the increase in risk to the institution, with the assurance that the pricing of that transaction will generate a suitable return to compensate for the risk. Such a risk culture is reinforced by Basel Accords, due to be implemented in many countries.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of risk management, including basel accords*
- *Cbuae regulations to protect depositors*
- *Identification of financial & non-financial risks*
- *Overview of various types of risk and management: - credit risk, operational risk, compliance risk, market risk, liquidity risk, interest risk, business risk, strategic risk, reputation risk*

VILT	Dubai	Sharjah	Abudhabi
3-Feb	6-Jun	15-Nov	7-Dec
15-Mar	-	1-Sep	-
28-Feb	-	-	-

2. CREDIT RISK MANAGEMENT

course type: Class/VILT | course no: 1914

Intermediate | 2 DAY

Credit Risk Analystics, Risk Professionals Internal Audit Staff, Relationship Managers, Corporate Bankers

PURPOSE

Credit risk is the most fundamental of risks. It is the potential that a bank borrower or counterparty will fail to meet its obligations in accordance with agreed terms. This program aims at enabling candidates to define credit risk and be able to identify the on and off balance sheet areas of credit risk, to be able to use the different techniques and models to credit risk rating and measurement.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The nature and causes of credit risk*
- *Types of credit risk*
  - *A. Concentration risk*
  - *B. Settlement risk*
- *Credit risk rating model*
- *Credit risk under basel accords*
  - *C. Standardized model*
  - *D. Internal rating based model*
- *Credit risk mitigation techniques*
- *Prudential norms*
- *Risk based pricing and RAROC*
- *Portfolio risk management*

Prerequisite: Basel Regulations: Impact on Banks

VILT	Dubai	Sharjah	Abudhabi
16-May	10-Nov	24-Nov	-
1-Jun	-	-	-
16-Jun	-	-	-
29-Jun	-	-	-

3. MARKET RISK MANAGEMENT

course type: Class/VILT | course no: 1913

Intermediate | 2 DAY

Treasury, Investment, risk professionals and Internal audit department

PURPOSE

Market risk refers to the losses in on and off-balance sheet items arising from movements in market prices. This program aims at exploring the different areas of market risk to enable candidates to verify the nature of each of them and be able to measure them in their activities. To understand the different Methodologies to mitigate those risks. Finally, understand the measures that had been made by the Basel committee to manage market risk in financial institutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The nature of market risk within the context of risk management*
- *Major areas of market risk; interest rate risk, exchange rate risk, commodity price risk, equity price risk.*
- *Market risk measurement*
- *Market risk management models*
- *Market risk mitigation*
- *Market risk under Basel accords (VAR)*

Prerequisite: Basel Regulations : Impact on Banks

VILT	Dubai	Sharjah	Abudhabi
1-Feb	6-Jun	25-Aug	17-Nov
-	-	-	-
-	-	-	-
-	-	-	-

E-Learning Code: 6012

4. OPERATIONAL RISK MANAGEMENT

course type: Class/VILT | course no: 1910

This Course is also available as E-learning

Intermediate | 2 DAY

Operations management staff, IT executives, Operationals Risk Managers, Back-Office Managers, Settlement Officers, Internal Auditors, Risk Auditors

PURPOSE

This course introduces the concept of Operational Risk and discusses events that trigger losses in banks due to operational loss events. It covers the Basel Committee recommendations on the Regulatory treatment of Operational Risk and its management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to operational risk & linkages to other risks*
- *Identification of operational risk events /businesses*
- *Measurement of operational risk*
- *Mitigation of operational risk*
- *Operational risk treatment*
- *Monitoring of operational risk – key risk indicators, RCSA*
- *BIS principles on operation risk management*
- *COSO principles of internal controls*

VILT	Dubai	Sharjah	Abudhabi
10-Feb	15-Jun	7-Jul	3-Oct
16-May	16-Nov	8-Dec	-
-	-	-	-

5. LIQUIDITY RISK MANAGEMENT

course type: Class/VILT | course no: 1909

Intermediate | 2 DAY | Professionals from Treasury, Market, Risk, Compliance, Internal Audit and strategic management.

PURPOSE

This program will enable participants to understand the types of liquidity risks and identify their causes. They will learn how to use the available techniques to manage liquidity risk.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Liquidity and solvency*
- *Types of liquidity risk*
- *Causes of liquidity risk*
- *Measures of liquidity risk*
- *Measures of asset/liability liquidity*
- *Managing liquidity risk*
- *Liquidity contingency Plan*
- *Basel III recommendations for liquidity risk management*

Prerequisite: Basel Regulations : Impact on Banks

VILT	Dubai	Sharjah	Abudhabi
7-Mar	21-Jun	5-Sep	19-Oct
-	-	-	-
-	-	-	-

E-Learning Code: 6218

6. KEY RISK INDICATORS IN RISK MANAGEMENT

course type: Class/VILT | course no: 1921

This Course is also available as E-learning

Intermediate | 1 DAY | Risk and compliance professional, corporate bankers and internal audit professionals

PURPOSE

Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Risk indicators and importance.*
- *Selecting key risk indicators.*
- *Managing risk indicators.*
- *Prioritizing risk indicators – Heat maps*
- *Controlling, mitigating, reporting and monitoring.*
- *Examples of key risk indicators across the bank departments.*

Prerequisite: Basel Regulations : Impact on Banks

VILT	Dubai	Sharjah	Abudhabi
27-Jan	20-Jun	7-Jul	8-Sep
25-Feb	4-Oct	7-Dec	-
	-	-	-

7. TRANSFER PRICING

course type: Class/VILT | course no: 1931

Specialization | 1 DAY | AML Officers, Product Managers, Risk Officers, Internal Auditors, Senior Managers from all departments, Liabiltiy Managers and Loan Officers

PURPOSE

This course will enable participants to understand the need for transfer pricing in banks. They will develop a working knowledge of the same through this course

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of transfer pricing*
- *Need for transfer pricing*
- *Principles of transfer pricing*
- *Methods of transfer pricing*
- *Case study*

Prerequisite: Basel Regulations : Impact on Banks

VILT	Dubai	Sharjah	Abudhabi
17-May	-	1-Nov	-
-	-	-	-
-	-	-	-

RISK MANAGEMENT & GOVERNANCE

9. BUSINESS CONTINUITY PLANNING

course type: Class/VILT | course no: 1933

Specialization | 1 DAY | Risk Managers, Senior Managers, Internal Auditors, Operations Manager and other based on relevance

PURPOSE

This course will familiarize participants with understanding of Business Continue Planning Process. Business continuity is getting increasingly relevant due to the technology driven banking environment where risks of

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction- BCP and DRP*
- *Key benefits of BCP*
- *BCP & risk management*
- *7Ps of BCP*
- *Business impact analysis*
- *Crisis management and communications*
- *Developing BCP*
- *Implementing BCP*
- *Testing and audit of BCP*

VILT	Dubai	Sharjah	Abudhabi
14-Mar	12-Sep	27-Oct	-
28-Apr	-	-	-
-	-	-	-

11. STRESS TESTING MASTERCLASS

course type: Class/VILT | course no: 1942

Mastercalss | 2 DAY | Risk, Compliance, Treasury and credit staff at managerial level

PURPOSE

This course would provide an overview of objectives and principles of ICAAP framework prescribed under Pillar II of Basel standard with a specific focus on sensitivity and scenario test cases under stress testing framework under regulatory guidelines and best practices.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *ICAAP framework*
- *Stress testing framework*
- *Credit risk stress testing components*
- *ALM stress testing components*
- *Market risk stress testing components*
- *Developing stress testing model*

Prerequisite: Credit Risk Management

VILT	Dubai	Sharjah	Abudhabi
19-Apr	16-Jun	19-Oct	-
-	-	-	-
-	-	-	-

13. BASEL INSIGHTS MASTERCLASS

course type: Class/VILT | course no: 1941

Mastercalss | 2 DAY | Credit and Risk Professionals, Basel officers, compliance and internal Audit Professionals, corporate bankers

PURPOSE

The role of Basel guidelines is getting increasingly important in the banking domain. This program aims at introducing the different techniques to calculate CAR for credit risk, market risk, operational risk and liquidity risk as they constitute the measure that should be satisfied by banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of Basel II*
- *Internal rating based models*
- *Capital requirements for market risk*
- *Measuring operational risk using standardized approach*
- *Pillar two - ICAAP and supervisory review process*
- *Pillar three - market discipline*
- *Basel III – modifications*
- *Introduction to IFRS 9 – financial instruments*
- *Other key standards*

VILT	Dubai	Sharjah	Abudhabi
9-Mar	28-Sep	10-Nov	-
21-Apr	-	-	-
-	-	-	-

E-Learning Code: 6062 | Pathway Code: 7028

18. RISK ADJUSTED RETURN ON CAPITAL (RAROC)

course type: Class/VILT | course no: 1228

This Course is also available as E-learning

Specialization | 1 DAY | Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance staff Senior Managers form all departments

PURPOSE

At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *RAROC*
- *Basel capital guidelines and risk linkages*
- *Hurdle rate*
- *RAROC computation*
- *RAROC as a performance measure*

VILT	Dubai	Sharjah	Abudhabi
22-Mar	23-Sep	7-Oct	-
8-Apr	-	-	-
19-Apr	-	-	-
3-May	-	-	-

Micro Learnings

1. INTERNAL CAPITAL ADEQUACY ASSESSMENT PROCESS

course type E-Learning | ELRN Code 6261

Intermediate | Open to all based in relevance

PURPOSE

The ICAAP was a product of the Basel II Accord on Banking Supervision, which introduced the '3 Pillar' model which is now the foundation of capital and prudential regulation for banks and other financial institutions. In this program we are going to understand the purpose, process & risks covered through ICAAP.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose of ICAAP*
- *Steps required to prepare ICAAP report*
- *Risks to be covered through ICAAP*

2. FUNDS TRANSFER PRICING

course type E-Learning | ELRN Code 6262

Intermediate | Open to all based in relevance

PURPOSE

This program is designed to understand and articulate the role of funds transfer pricing for banks and the regulatory requirements driving it. Understand the components of a typical FTP construct and how these fit with cost/ value of funds and net interest margin while deciphering how interest rate risk is identified and managed with FTP models.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *An overview of FTP and what it's role achieves*
- *Regulatory requirements behind the implementation of FTP*
- *Separating interest rate risk, liquidity and other components*
- *Accommodating rate sensitivity*

3. BLACK SWAN EVENT

course type E-Learning | ELRN Code 6263

Intermediate | Open to all based in relevance

PURPOSE

The Black Swan explains why we are so bad at predicting the future, and how unlikely events dramatically change our lives if they do happen, as well as what you can do to become better at expecting the unexpected.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is Black Swan*
- *Is historical data enough to predict future events*
- *Biases we hold when we plan risk management*

4. RISK APPETITE & RISK TOLERANCE

course type E-Learning | ELRN Code 6264

Intermediate | Open to all based in relevance

PURPOSE

This course discusses the purpose and balance of risk appetite and risk tolerance in an organization. The course provides a framework for defining the specific categories of risk for an organization and determining the ideal level of risk to engage in.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Explain the differences between risk appetite, risk tolerances and thresholds*
- *Develop a risk appetite framework and supporting governance processes*
- *Develop risk appetite metrics and trigger levels for action*

5. VALUE AT RISK (VAR)

course type E-Learning | ELRN Code 6265

Intermediate | Open to all based in relevance

PURPOSE

In this course we would review statistical concepts and computation of Value at Risk (Var), understand regulatory issues and vet through different analytical techniques of VaR modelling.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand basic statistical concepts used under VAR*
- *Understand the concept of Value at Risk*
- *Comprehend various methodologies of estimating VAR and their strengths*

6. IFRS9- HIGHLIGHTS FOR CREDIT PROFESSIONALS

course type E-Learning | ELRN Code 6074

Intermediate | Open to all based in relevance

PURPOSE

The Purpose of this course is to familiarize participants from Credit with the new impairment model based on Expected Credit Loss (ECL) as per IFRS9, as mandated by regulators

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to IFRS 9*
- *Expected Credit loss model*
- *Three stages*
- *Significant increase in credit risk*


ISLAMIC
BANKING
09
since
1983
www.eibfs.ae

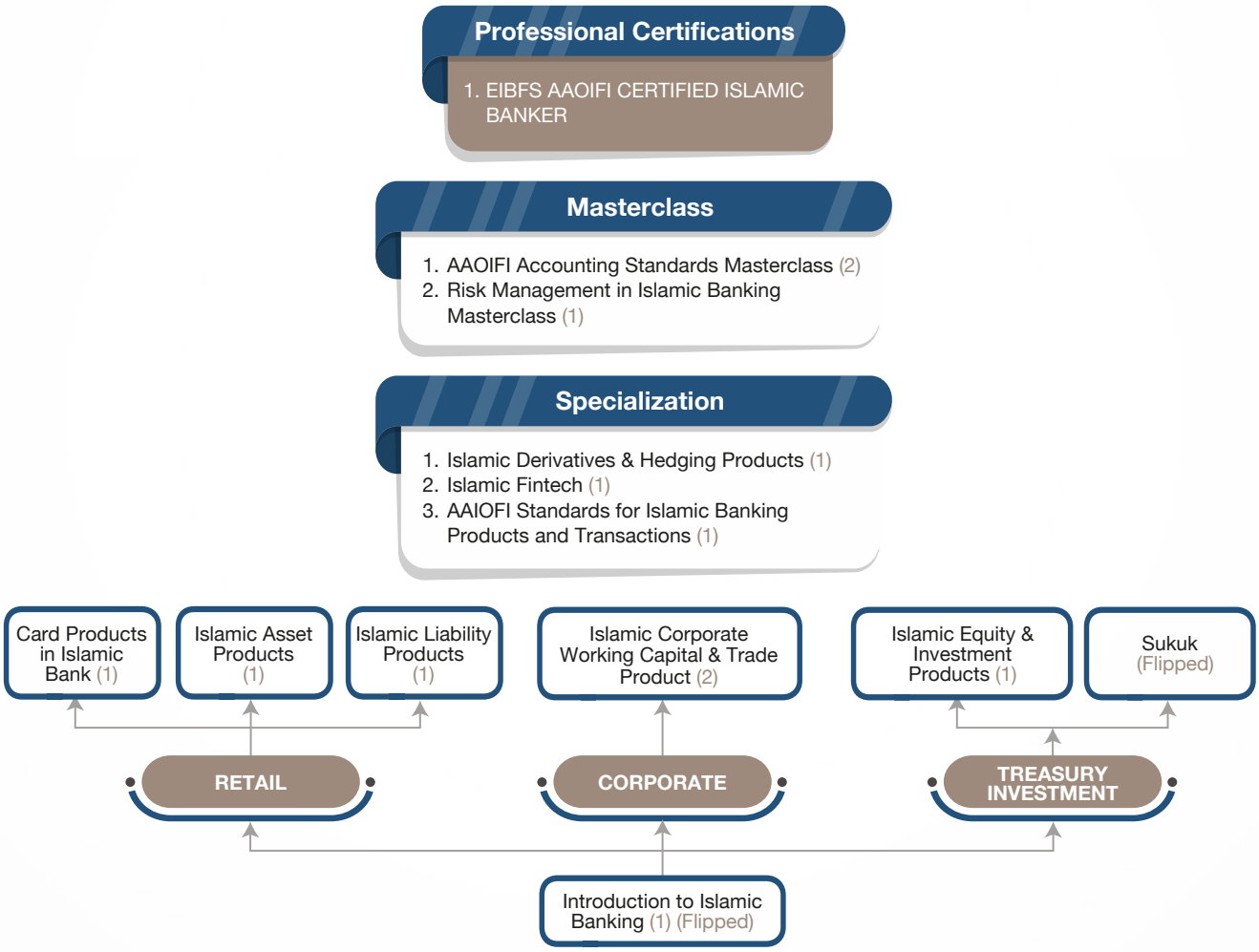
ISLAMIC BANKING

HOW TO APPROACH THIS CATEGORY?

The learning pathway in Islamic Banking category would help the learners develop competencies in various areas of this domain.

The learners can start their learning journey in this domain with the Introduction to Islamic banking follwed by specialized Islamic banking programs in various areas like retail, corporate and risk mangement. The category has been greatly enhanced this year with the introduction of new E-leraning amd microlearning programs on various Islamic banking topics.

EIBFS has signed an MOU with Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) to provide training programs in full compliance with AAOIFI Standards as required by the UAE Central Bank appointed Higher Shari'ah Authority regulation. A certificate program called 'Certified Islamic Banker' has been launched by EIBFS in cooperation with AAOIFI to develop qualified personnel with deep and strong knowledge of Islamic banking products and operations as per the AAOIFI standards guidelines.



Micro Learning & E-Learning Courses

1. AAOIFI Shari'ah standard on murabahah (No:8)
2. AAOIFI Shari'ah standard on ijarah (No:9)
3. AAOIFI Shari'ah standard on gold and its trading parameters in shari'ah (No:57)
4. AAOIFI Shari'ah standard on sale of debt (No:59)
5. Shari'ah compliance guidelines for islamic products and transactions
6. Code of ethics for islamic finance professionals (AAOIFI guidelines)
7. Letter of credit in Islamic bank
8. Personal financing through commodity murabaha
9. Card products in Islamic banks
10. Vehicle Murabahah
11. Islamic banking investment products

ISLAMIC BANKING

1. INTRODUCTION TO ISLAMIC BANKING

E-Learning Code	Pathway Code
6212	7100

course type: Flipped
course no: 1702
This Course is also available as E-learning

Foundation | 2 DAY

New entrants as well as existing bank employees intrested to equip themselves with the fundamental knowledge of Islamic banking and finance

PURPOSE

The introductory course aims to familiarize the participants with the guiding principles of Islamic banking and finance and legal and Shari'ah framework within which the industry works. The participants shall analyze the evolution and performance of Islamic banking and finance industry in local and global context.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

E-Learning Module Learning Outcomes:

After the completion of this course, the learners would be able to understand:

- *Key guiding principles of Islamic banking and finance*
- *Islamic Finance: Industry analysis; evolution, performance; new trends*
- *Regulatory and Shari'ah framework for Islamic banking and finance institutions Islamic financing techniques as used in Islamic banks: Murabahah, Mudarabah; Musharakah; Ijaraha, forward Ijarah, Salam, Tawarruq, Istisna'a'a, Wakalah, Kafalah etc.*

Live Class Module Learning Outcomes:

After the completion of this course, the learners would be able to understand:

- *Key concepts of islamic banking: General prohibitions and instructions*
- *Islamic banking vs conventional banking: Main differences*
- *Mechanism of fund collection and fund management in Islamic banks*
- *Most common used islamic financing techniques as used in Islamic Banks product structure.*

VILT	Dubai	Sharjah	Abudhabi
26-Jan	29-Aug	12-Sep	-
10-Feb	-	-	-
28-Feb	-	-	-
16-Mar	-	-	-
31-Mar	-	-	-

2. CARD PRODUCTS IN ISLAMIC BANKS

E-Learning Code	Pathway Code
6073	7103

course type: Class/VILT
course no: 1722
This Course is also available as E-learning

Intermediate | 1 DAY

Banks employee who need to be introduced to credit card operations, Islamic banking staff who are involved in card operations, sales all call center officers

PURPOSE

The course aims to provide the participants an overview of structure, features and benefits of card products offered by Islamic banks. The participants shall learn the shari'ah viewpoints on card products and identify the techniques used in structuring different types of cards in Islamic banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Card products in banks; Shari'ah viewpoint on credit products. (AAOIFI guidelines)*
- *Types of card products in Islamic Bank- Debit Card, Charge Card; Prepaid Card; Credit Card, Covered Card*
- *Underlying Shari'ah contracts for different types of cards in Islamic Banks*
- *Credit Card in conventional banks and Islamic banks - Key differences*
- *Fee-based credit card: Structure, mechanism of fee calculation*
- *Profit-based covered card: Structure; profit calculation mechanism*
- *Key issues; Late payment charges, rewards, unethical transactions*

VILT	Dubai	Sharjah	Abudhabi
25-Mar	10-Oct	24-Oct	-
11-Apr	-	-	-
27-Apr	-	-	-
16- May			-

3. ISLAMIC ASSET PRODUCTS

E-Learning Code	Pathway Code
6213	7102

course type: Class/VILT
course no: 1713
This Course is also available as E-learning

Foundation | 1 DAY

Bank officials working in asset side products and other domains in retail banking

PURPOSE

The course focuses on the Islamic financing products especially in the retail banking area. The participants will get a working knowledge about the various financing products and the contract structures used in the same.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Islamic banking concept and suitable Shari'ah contracts to meet customer's financing needs.*
- *Types and structure of financing products in Islamic banks: vehicle finance; consumer finance, personal finance products*
- *Home Finance Products for ready and under-construction property - standard ijarah, & forward Ijarah structures*
- *Mechanism and types of card products in Islamic Banks*
- *Documentation, guarantees, risks and compliance issues*

VILT	Dubai	Sharjah	Abudhabi
11-Mar	26-Sep	10-Oct	9-Nov
28-Mar	-	-	-
13-Apr	-	-	-
29-Apr	-	-	-

4. ISLAMIC LIABILITY PRODUCTS

E-Learning Code: 6214 | Pathway Code: 7101

course type: Class/VILT | course no: 1714

This Course is also available as E-learning

Foundation | 1 DAY | Bank officials working in asset side products and other domains in retail banking

PURPOSE

This is a focused course in the domain of Islamic liability products. It explains the different types of deposits in Islamic banks focusing on the financing techniques used in deposits structure and fund management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Islamic banking concept and appropriate deposit product to suit customer's needs.*
- *The key difference in Islamic banks' deposits viz a viz conventional bank*
- *Shari'ah contracts used for liability products in Islamic banks*
- *Types of deposits and their structures in Islamic banks: Current account; Saving deposit; Investment deposits: based on Mudarabah; Wikalah & Murabahah*
- *Process and mechanism of deposit management in Islamic banks*

VILT	Dubai	Sharjah	Abudhabi
25-Feb	14-Sep	26-Sep	-
14-Mar	-	-	-
30-Mar	-	-	-
15-Apr	-	-	-

5. ISLAMIC CORPORATE WORKING CAPITAL AND TRADE PRODUCTS

course type: Class/VILT | course no: 1715

Intermediate | 2 DAY | Bankers in corporate banking, trade finance, SME, credit, risk departments in banks, relationship managers, analysts and others based on relevance.

PURPOSE

The course aims to provide the participants with sound understanding of Islamic trade, working capital and corporate financing solutions. The participants shall identify the key products, principles, practical aspects, advantages, challenges and current development of Islamic trade and corporate finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Key Shari'ah contracts used for Islamic structured trade finance products*
- *Import and export financing products in Islamic banks; local and International trade solutions; Guarantees; Structured Solutions*
- *Documentary Credits in Islamic banks: Islamic Letter of Credit (LCs) VS Conventional LCs*
- *Working capital financing products: short term-long term solutions*
- *Syndicated financing*
- *Structured Products for project financing*
- *Documentation, Default treatment and fraud prevention measures*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
22-Mar	7-Jun	4-Oct	-
-	-	-	-

6. ISLAMIC EQUITY & INVESTMENT PRODUCTS

course type: Class/VILT | course no: 1716

Intermediate | 1 DAY | Officials in the area of investments broking, corporate banking, risk, wealth management, private banking and others based on relevance.

PURPOSE

The course aims to familiarize the participants with the dynamics of Islamic capital markets and shari'ah framework of Islamic securities. The course highlights shari'ah parameters for equity-screening, Islamic equity-market indexes, Islamic investment funds and Islamic Takaful investment products.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Islamic Investment guidelines and characteristics of Islamic equity market*
- *Shari'ah guidelines for equity screening for investment and trading*
- *Structure and types of Islamic investment funds; Equity funds, Real Estate Investment Trusts (I-REITs); Exchange Traded Fund (ETF)*
- *Takaful investment program*
- *Islamic Investment products: Features, challenges, new trends*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
7-Apr	14-Nov	-	-
-	-	-	-

7. SUKUK

E-Learning Code: 6215

course type: Flipped | course no: 1717

This Course is also available as E-learning

Intermediate | 1 DAY | Officials in the area of investments treasury, broking, corporate banking, risk, wealth management, private banking and others based on relevance.

PURPOSE

The course helps participants learn the key concept of sukuk, their evolution, features and role in current Islamic finance industry. The course focuses on highlighting different sukuk structures and their uses in Islamic finance in contrasts with the conventional bonds. The participants shall comprehend different issues related to sukuk and identify the criteria and principles in structuring Sukuk.

LEARNING OBJECTIVES

E-Learning Module Learning Outcomes:

- *Features, types, evolution, current market trends of sukuk in Islamic finance industry*
- *An overview of the key Islamic Financing techniques used for sukuk structuring.*

Live Class Module Learning Outcomes:

- *Key differences between conventional bond and Islamic sukuk*
- *Sukuk structuring and issuance processes, AAOIFI standards*
- *Key sukuk types, structures, innovation - case studies*
- *Current trend, issues and challenges related to sukuk: legal, credit, Shari'ah, trading issues*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
1-Mar	31-Aug	5-Oct	-
21-Apr	-	-	-

8. ISLAMIC DERIVATIVES & HEDGING PRODUCTS

course type: Class/VILT | course no: 1718

Specialization | 1 DAY

Officials in the area of investments broking, corporate banking, risk, wealth management, private banking and others based on relevance.

PURPOSE

The course focuses on Islamic principles of hedging and gives an overview of hedging and derivative instruments used in Islamic finance. The learners shall appreciate risk-hedging mechanism, principles and structures used in Islamic finance today.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Islamic concept of hedging financial risks; Shari'ah appreciation of conventional hedging and derivative products.*
- *Techniques used to manage risk in Islamic finance in line with the core principles of Islamic finance*
- *Different types of Islamic hedging and derivative instruments such as Islamic Forex Forward, Islamic Forex Swap, Islamic Cross Currency Swap, Islamic Profit Rate Swap, Islamic Options etc.*
- *Challenges faced in structuring Islamic hedging and derivative products*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
19-Apr	14-Oct	-	-
-	-	-	-

9. ISLAMIC FINTECH 101

course type: Class/VILT | course no: 1826

Specialization | 1 DAY

Bankers who want to explore and understand the global potential of fintech for islamic financial industry and want to explore innovations and to gain benefits from this promising field

PURPOSE

Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Islamic Banking and Finance concepts and use of FinTech in Islamic transactions*
- *Kind of innovation which is undertaking the Islamic banking and financial landscape*
- *Islamic Banking Product Innovation- Use of Technology ; Fintech, Regtech, Shari'ah compliance*
- *Fintech Application in Islamic Finance: (use cases), and how they are transforming the market*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
7-Mar	5-Sep	20-Oct	-
5-May	-	-	-

10. AAOIFI STANDARDS FOR ISLAMIC BANKING PRODUCTS AND TRANSACTIONS

course type: Class/VILT | course no: 1721

Specialization | 2 DAY

Bankers involved in products development, products policy and procedures writing, of new banking products and services, relationship officers and sales executives, involved in marketing of new products

PURPOSE

This a specialized course on AAOIFI Shari'ah, Accounting, Governance and Ethics Standards with special focus on Shari'ah Standards. The course has been tailored for professionals in Islamic banking and finance industry who need to gain a closer understanding of AAOIFI Shari'ah Standards for Islamic banking products and transactions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The general framework of AAOIFI Standards on Shari'ah, Accounting, Governance and Ethics.*
- *Significance of the UAE Central Bank regulation to apply AAOIFI Standards for product structuring, process and offering in Islamic Financial Institutions.*
- *Overview of the AAOIFI Shari'ah Standards for most used transactions*
- *The process of structuring and developing Islamic banking products as per AOOIFI guidelines*
- *Requisites for financial engineering of the new Islamic banking products: Regulatory and Shari'ah compliance, marketing strategy, product launch, monitoring and review,*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
3-Mar	27-Sep	-	-
18-May	-	-	-

11. AAOIFI ACCOUNTING STANDARDS MASTERCLASS

course type: Class/VILT | course no: 1719

Mastercalss | 2 DAY

Bank employee involved in the Credit, Accounting, Financial control Auditing functions of Islamic Banks, Audit firms professional and regulators who supervise and inspect islamic banks

PURPOSE

The program aims to familiarize the participants with Islamic accounting principles and broad framework of accounting and financial reporting issues in Islamic financial institutions (IFIs). The participants shall identify the accounting objectives, reporting and disclosure requirements as well as Accounting Standards for IFIs developed by the Accounting & Auditing Organization for Islamic Financial Institutions (AAOIFI).

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Financial reporting and accounting objectives and framework for Islamic financial institutions.*
- *Need for financial reporting and accounting standards to cater for the unique features of an Islamic financial institution (IFI);*
- *Limitations of International Financial Reporting Standards*
- *Role of AAOIFI and the objectives and concepts of financial reporting for Islamic banks*
- *AAOIFI Accounting Standards for Murabaha, Ijarah, Istisna'a, Mudarabah, Musharakah, and Investment Accounts*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
22-Feb	20-Oct	-	-
20-Apr	-	-	-

12. RISK MANAGEMENT IN ISLAMIC BANKING MASTERCLASS

course type: Flipped

course no: 1720

Mastercalss

2 DAY

Treasury, Credit, operational Risks, compliance officers and senior bankers in various functional are as who need to acquire good knowledge in risk management in islamic banks

PURPOSE

The course aims to provide comprehensive understanding of the Islamic perspectives on risks and its management. It familiarizes the participants with the types of risks involved in Islamic modes of financing and suggests ways to mitigate these risks. The participants shall develop a sound understanding of the risks facing Islamic banks and analyze the techniques and tools used for risk management by Islamic financial institutions.

LEARNING OBJECTIVES

E-Learning Module Learning Outcomes:

- *Key guiding principles of Islamic banking and finance*
- *An overview of the risks involved in Islamic Financing techniques as used in Islamic banks*
- *Islamic Financial Services Board (IFSB) guidelines on risk management for Islamic financial institutions*

Live Class Module Learning Outcomes:

- *Risks exposure in Islamic banks: Credit risks, operational risks, market risks, investment return risks, liquidity risks,*
- *Shari'ah-intrinsic risks, Shari'ah non-compliance risk and ways to mitigate such risk*
- *Credit and operational risk management in Islamic Banks*
- *Types of risks involved in Islamic modes of financing and ways to mitigate the risks*

Prerequisite: Introduction to Islamic Banking

VILT	Dubai	Sharjah	Abudhabi
4-Apr	5-Jul	7-Nov	-
-	-	-	-



MICROLEARNING E-LEARNING

1. AAOIFI SHARI'AH STANDARD ON MURABAHAH (NO:8)

course type E-Learning | ELRN Code 6222

Intermediate

Islamic bank staff who want to know about the AAOIFI guidelines on Murabahah

PURPOSE

To familiarize the participants with the AAOIFI Standard on Murabahah.

LEARNING OBJECTIVES

- *Key points of AAOIFI Shari'ah standard on Murabahah*
- *Procedures prior to the contract of Murabahah*
- *Acquisition of title to, and possession of, the asset by the institution or its agent*
- *Conclusion of a Murabahah contract, Guarantees*

2. AAOIFI SHARI'AH STANDARD ON IJARAH (NO:9)

course type E-Learning | ELRN Code 6221

Intermediate

Islamic bank staff who want to know about the AAOIFI guidelines on ijarah

PURPOSE

To familiarize the participants with the AAOIFI Standard on Ijarah Muntahia Bittamleek

LEARNING OBJECTIVES

- *Key points of AAOIFI Shari'ah Standard on Ijarah*
- *Acquisition of the asset to be leased, or its usufruct, by the institution*
- *Concluding an Ijarah contract and the forms of Ijarah*
- *Guarantees and treatment of Ijarah receivables*
- *Transfer of the ownership in the leased property in Ijarah Muntahia Bittamleek*

3. AAOIFI SHARI'AH STANDARD ON GOLD AND ITS TRADING PARAMETERS IN SHARI'AH (NO:57)

course type E-Learning | ELRN Code 6283

Intermediate

Islamic bank staff who want to know about the AAOIFI guidelines on Gold Trading

PURPOSE

To familiarize the participants with the AAOIFI Standards on gold trading and dealing in gold as a banking product.

LEARNING OBJECTIVES

- *Gold and its Shari'ah characterization*
- *Shari'ah rulings for trading in gold (Spot and Deferred)*
- *Zakat of Gold*
- *General Shari'ah rulings and applications*

4. AAOIFI SHARI'AH STANDARD ON SALE OF DEBT (NO:59)

course type E-Learning | ELRN Code 6284

Intermediate

Islamic bank staff who want to know about the AAOIFI guidelines on 'Sale of Debt'.

PURPOSE

To familiarize the participants about the AAOIFI Standards on 'Sale of Debt'

LEARNING OBJECTIVES

- *Definition and types of debt*
- *Sale of debt to creditor*
- *Sale of debt to third party*
- *Current application of sale of debt in Islamic finance*

5. SHARI'AH COMPLIANCE GUIDELINES FOR ISLAMIC PRODUCTS AND TRANSACTIONS

course type E-Learning | ELRN Code 6285

Intermediate

Islamic banks' staff who want to learn the guidelines for Shari'ah compliance framework for Islamic products and transactions.

PURPOSE

To train the participants in Shari'ah compliance procedure to develop proper Shari'ah compliance framework Islamic bank products and transactions

LEARNING OBJECTIVES

- *Shariah audit methodology*
- *Documentation, procedure, and implementation*
- *Product wise Audit Guidelines- Murabahah*
- *Product wise Audit Guidelines- Ijarah*

6. CODE OF ETHICS FOR ISLAMIC FINANCE PROFESSIONALS (AAOIFI GUIDELINES)

course type E-Learning | ELRN Code 6286

Intermediate

Islamic banking and finance professionals working in Shari'ah, accounting, marketing, sales, functions of the Islamic financial institutions.

PURPOSE

To familiarize the participants with the latest Code of Ethics for Islamic Finance Professionals of AAOIFI to mitigate the Shari'ah non-compliance and reputational risks in IFIs such as banks, takaful companies, Islamic finance companies, etc.

LEARNING OBJECTIVES

- *Conceptual framework*
- *AAOIFI Ethics protocols*
- *Illustrative violations*
- *Illustrative ideals*

7. LETTER OF CREDIT IN ISLAMIC BANK

course type E-Learning | ELRN Code 6287

Intermediate

Bankers in corporate banking, trade finance, SME, credit, risk departments in Islamic banks.

PURPOSE

To provide the participants with sound understanding of mechanism and working of letter of credit in Islamic banks.

LEARNING OBJECTIVES

- *Features of trade finance in Islamic banks*
- *Techniques used for structuring letter of credit in Islamic banks*
- *Understanding letter of credit process in Islamic banks*
- *Documentation, Risk, Compliance*

8. PERSONAL FINANCING THROUGH COMMODITY MURABAHA

course type E-Learning | ELRN Code 6288

Intermediate

Bank officials working in asset side products and other retail domains in retail and corporate banking.

PURPOSE

To provide the participants the details about use of Commodity Murabaha structure for personal finance products in Islamic banks.

LEARNING OBJECTIVES

- *Nature of cash financing product in Islamic banks*
- *Key features of Commodity Murabaha structure*
- *Process of cash financing through Commodity Murabahah*
- *Key documentation, platform used for the trading*

9. CARD PRODUCTS IN ISLAMIC BANKS

course type E-Learning | course no: 6289

Intermediate

Banks employees who need to be introduced to Islamic credit card operations.

PURPOSE

To provide the participants an overview of structure, features and types of card products offered by Islamic banks.

LEARNING OBJECTIVES

- *Key features of cards offered by Islamic banks*
- *Structure and working of credit card in Islamic banks*
- *Structure and advantage of covered cards in Islamic banks*
- *Documentation, Process, Shari'ah compliance issues*

10. VEHICLE MURABAHAH

course type E-Learning | course no: 6290

Intermediate

Bank officials working in asset side products and other domains in retail banking.

PURPOSE

To introduce the learners about the Murabaha vehicle financing technique in Islamic banks.

LEARNING OBJECTIVES

- *The key features of vehicle financing product in Islamic banks*
- *The process and steps of vehicle financing product structure in Islamic banks*
- *Roles of different parties in the financing process*
- *Documentation, risks involved and risk mitigating tools*

11. ISLAMIC BANKING INVESTMENT PRODUCTS

course type E-Learning | course no: 6117

Intermediate

Banks employees who need to be introduced to Islamic credit card operations.

PURPOSE

The course focuses on the Islamic Banking Investment Principles and related Islamic Banking Techniques and Products. The participants will get a working knowledge about the Islamic Banking Investments structures and supported contract used in the same.

LEARNING OBJECTIVES

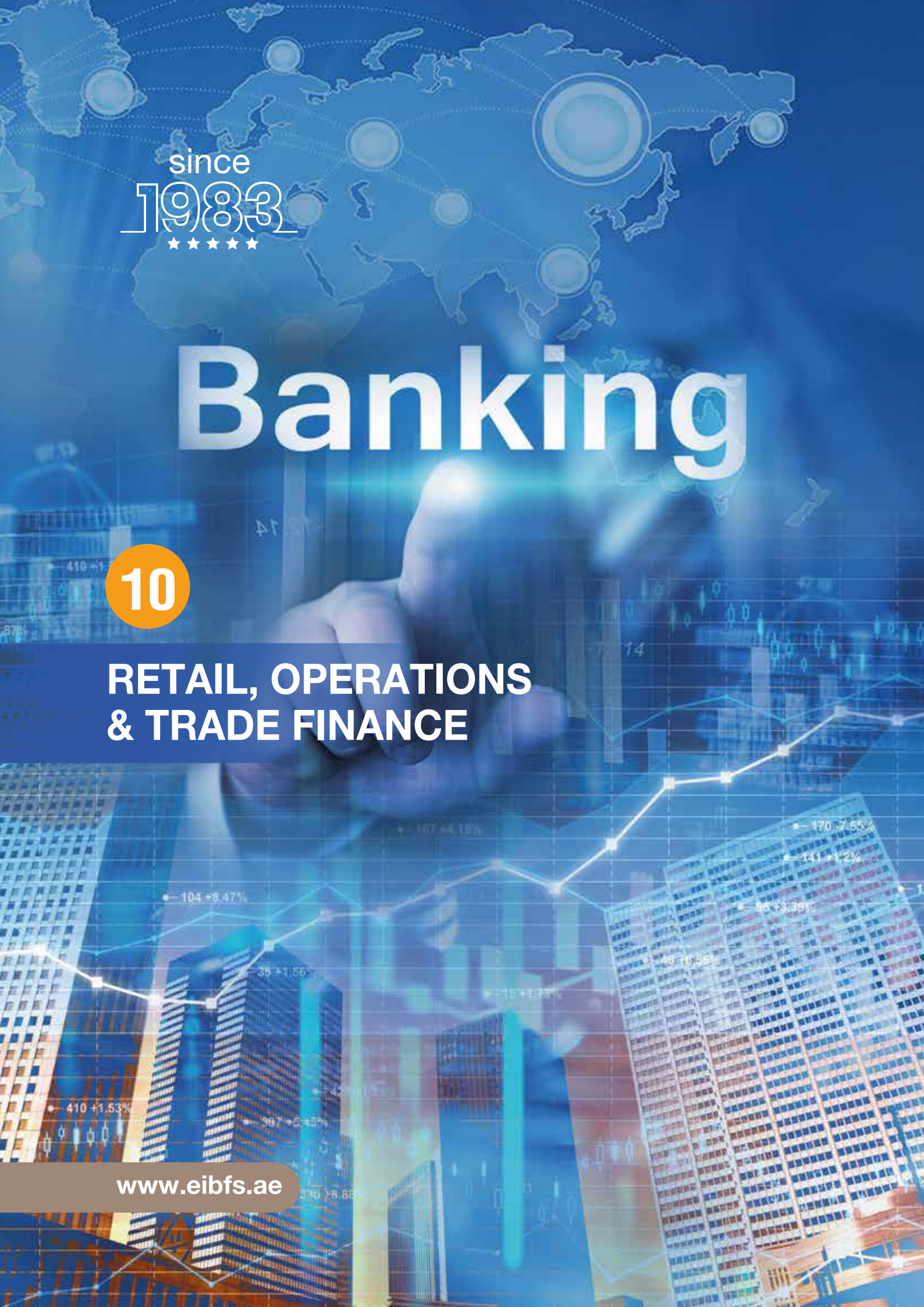
- *Types of Deposits in Islamic Banks*
- *Deposits in Islamic Banks*
- *Investment Product of Saving Accounts*
- *Investments Accounts Products based on Wikalah Structure*
- *Investments Accounts Products based on Murabaha Structure*
- *Fund Management in Islamic Banking*

since 1983

Banking

10

RETAIL, OPERATIONS & TRADE FINANCE

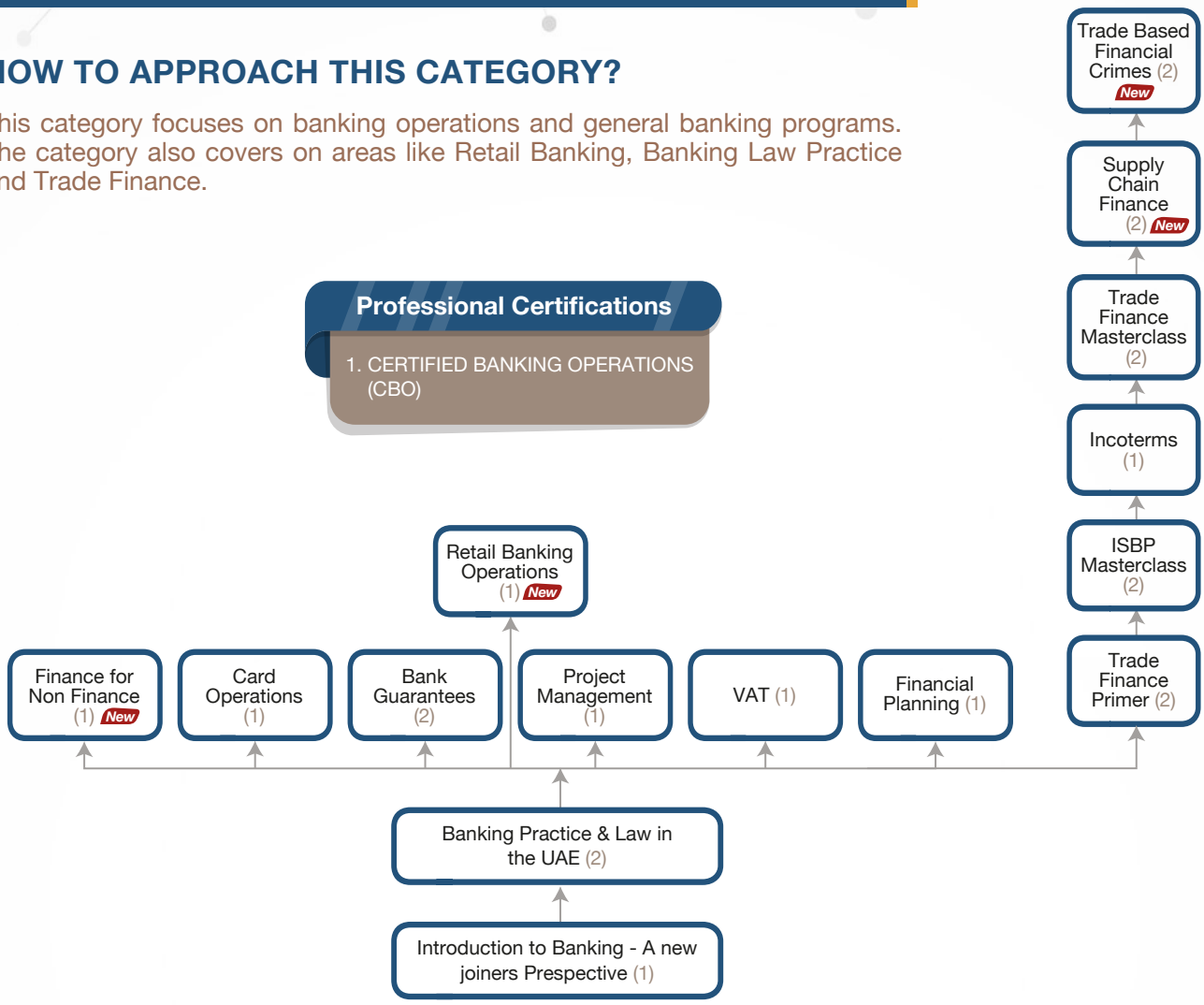


www.eibfs.ae

RETAIL, OPERATIONS & TRADE FINANCE

HOW TO APPROACH THIS CATEGORY?

This category focuses on banking operations and general banking programs. The category also covers on areas like Retail Banking, Banking Law Practice and Trade Finance.



Micro Learning & E-Learning Courses

1. Documentary Collections
2. Trade Finance Documents Examination



RETAIL, OPERATIONS & TRADE FINANCE

1. INTRODUCTION TO BANKING: A NEW JOINERS PERSPECTIVE

course type: Class/VILT | course no: 1123

Foundation | 1 DAY | A Program for new joiners

PURPOSE

The purpose of this program is to inform new joiners outline of what banks can do and cannot do and how bankers are trusted intermediaries.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is a Bank? Definition of Banking*
- *Important Banking Regulations/Supervision of Banks*
- *Classic Banking activities/What Banks Cannot do*
- *Risks in Banking*
- *Fiduciary role of Bankers*

VILT	Dubai	Sharjah	Abudhabi
3-Feb	15-Jun	8-Sep	20-Oct
18-Mar	21-Nov	-	-
12-Apr	-	-	-

2. BANKING PRACTICE AND LAW IN THE UAE

course type: Class/VILT | course no: 1102

Foundation | 2 DAY | Banking officials work in retail, corporate, trade finance and general banking operation. Compliance and Internal Audit managers and anyone new to UAE Banking industry

PURPOSE

This course will help the participants to learn the Banking Practices followed in UAE and become updated about regulatory changes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Structure of UAE banking industry*
- *Regulatory framework and role of Central Bank*
- *Laws relating to banking regulations in UAE*
- *Regulation of credit and contracts law*
- *Negotiable instruments laws*
- *Discussion of some of the land mark legal cases in UAE*
- *International practices and code of banking practice*
- *Dispute resolution*
- *Cyber law*

VILT	Dubai	Sharjah	Abudhabi
25-Jan	1-Jun	4-Jul	30-Aug
17-Feb	15-Sep	20-Oct	23-Nov
15-Mar	-	-	-
14-Apr	-	-	-
2-May	-	-	-

Pathway Code: 7071

3. FINANCIAL PLANNING

course type: Class/VILT | course no: 1107

Intermediate | 1 DAY | Open to all based requirements

PURPOSE

This program aims to give insights about various aspects of personal finance to the learners. The course would discuss how one can effectively plan their finances, achieve financial goals and handle debt carefully.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand the importance of financial planning*
- *Learn to quantify their various financial goals like retirement etc.*
- *Prepare a basic personal financial plan*
- *Discuss how to handle debt carefully to avoid debt traps*

VILT	Dubai	Sharjah	Abudhabi
24-Mar	29-Sep	24-Oct	-
7-Apr	-	-	-
3-May	-	-	-
17-May	-	-	-

4. CARD OPERATIONS

course type: Class/VILT | course no: 1120

Intermediate | 1 DAY | Officials from Card Operations, Retail Banking and Operational Risk and Internal Audit

PURPOSE

This course covers all operational areas of Card Operations. The Course examines the critical success factors including security aspects of the card payment industry.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Card issuer operations-third party providers*
- *Acquirer operations*
- *Card schemes*
- *Scheme interfaces*
- *Acceptance, chargebacks and disputes*
- *Frauds and risk management*
- *Certifications-EMV & PCI-DSS*
- *Product enhancements*
- *Loyalty and rewards*

VILT	Dubai	Sharjah	Abudhabi
27-Apr	27-Jun	12-Oct	-
-	-	-	-

5. BANK GUARANTEES

E-Learning Code	Pathway Code
6007	7081

course type: Class/VILT | course no: 1101

This Course is also available as E-learning

Intermediate | 2 DAY | Personnel of Trade Finance and all credit departments. Also relevant for internal auditors, risk personnel and baranch managers

PURPOSE

This is a practical course to understand bank guarantees and standby letters of credit. The course will cover the key dimensions of bank guarantees and the legal frameworks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Bank guarantees overview (accessory/ non-accessory, direct/ indirect)*
- *Main types of guarantees*
- *The law related to bank guarantees – UAE CTL*
- *Main issues from practical point of view: wording, claims, extend or pay claims*
- *Examination of presentations*
- *Types of agreements under bank guarantee transaction*
- *Clauses and format of bank guarantee*
- *The main features of the revision URDG 758*
- *Advising of guarantees, amendments*
- *Liability of the Guarantor*
- *Uniform rules for demand guarantee (URDG 458)*
- *Standby letters of credit under ISP98*

VILT	Dubai	Sharjah	Abudhabi
21-Feb	29-Aug	12-Sep	-
8-Mar	-	-	-
24-Mar	-	-	-
7-Apr	-	-	-

6. VALUE ADDED TAX

course type: Class/VILT | course no: 1121

Intermediate | 1 DAY | Bankers across functional domains looking for awareness about VAT

PURPOSE

This 1-day program introduces the key highlights of UAE Value Added Tax. The participants can understand the salient features of the law and clarify their doubts through this program.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand how VAT works*
- *Analyze key highlights of UAE VAT regulations*
- *Understand the impact on banking and financial sectors*

VILT	Dubai	Sharjah	Abudhabi
28-Mar	-	30-Aug	-
26-May	-	-	-

7. PROJECT MANAGEMENT

course type: Class/VILT | course no: 1617

Specialization | 2 DAY | Managers, Business Analysts, Project teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Discussing key definitions, concepts, terminology, and roles*
- *Identifying the project work by creating the work breakdown structure (WBS)*
- *Project work estimation – time and cost*
- *Work assignments and determining resources required for project completion*
- *Assigning ownership to tasks*
- *Budget creation*
- *PMI guidelines*

VILT	Dubai	Sharjah	Abudhabi
30-Mar	22-Sep	7-Nov	-
16-May	-	-	-
-	-	-	-
-	-	-	-

8. TRADE FINANCE PRIMER

E-Learning Code	Pathway Code
6201	7080

course type: Class/VILT | course no: 1111

This Course is also available as E-learning

Intermediate | 2 DAY | Corporate Bankers, Credit Analysts RMs and other Banking professionals who have not attented a formal course in Trade Finanace

PURPOSE

This program introduces the learners to the fundamental principles of Trade finance. A strong emphasis is placed on understanding the key elements of customer trade cycle analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of Trade Finance*
- *Commercial Contracts and the Use of Inco terms*
- *Commercial Documents*
- *Methodology's of Payment (open trade, advance payment, collection, LC's , BOP)*
- *Understanding Payment Risk – The Risk Ladder*
- *Documentary Credits*
- *Understanding Documentary Credit Process*
- *Responsibilities of Correspondent Banks in Trade*

VILT	Dubai	Sharjah	Abudhabi
24-Jan	24-Aug	8-Sep	12-Sep
7-Feb	12-Oct	10-Nov	-
23-Feb	-	-	-
10-Mar	-	-	-
28-Mar	-	-	-

9. RETAIL BANKING OPERATIONS

course type: Class/VILT
course no: 1125

Intermediate | 1 DAY | Tellers, Customer Service Officers, Relationship officers, Operations executives and all staff from the retail banking domain.

PURPOSE

Retail banking is the visible face of banking to the general public. It is very important that each employees knows the science behind the operations aspects to provide better customer experience. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Cheques Operations*
- *Clearing Operations*
- *Fund Transfer & Remittances – EFT & SWIFT*
- *Card Operations*
- *Opening and closing of an account*
- *KYC & Due Diligence*
- *Customer Service & TAT*
- *The future of banking operations – Digital Disruptions*

VILT	Dubai	Sharjah	Abudhabi
22-Feb	29-Sep	-	-
30-May	-	-	-

E-Learning Code: 6014
Pathway Code: 7082

11. INCOTERMS

course type: Class/VILT
course no: 1122
This Course is also available as E-learning

Specialization | 1 DAY | Officials from Card Operations Retail Banking and Operational Risk

PURPOSE

Retail banking is the visible face of banking to the general public. It is very important that each employees knows the science behind the operations aspects to provide better customer experience. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Overview of Incoterms*
- *Description of Incoterms*
- *Linking transactions to Incoterms*
- *How to choose the right incoterms*

Prerequisite: Trade Finance Primer

VILT	Dubai	Sharjah	Abudhabi
7-Mar	5-Sep	21-Sep	-
23-Mar	-	-	-
4-Apr	-	-	-
19-Apr	-	-	-

Pathway Code: 7084

10. TRADE FINANCE DOCUMENTS EXAMINATION (ISBP) MASTERCLASS

course type: Class/VILT
course no: 1113

Mastercalss | 2 DAY | Trade Finance, Documetary Credit, Audit Senior staff who should be familiar with UCP 600

PURPOSE

This course will help the learners understand how the practices articulated in UCP 600 are applied by documentary practitioners. It will help to determine compliance of documents with the terms of letters of credit and the impact of modification or exclusions of provisions of UCP 600 on International Standard Banking Practice.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Preliminary considerations*
- *The application and issuance of the credit*
- *General principles*
- *Invoices*
- *Ocean / marine bills of lading (covering port-to port shipments)*
- *Charter party bill of lading*
- *Multimodal transport documents*
- *Air transport documents*
- *Road, rail or inland waterway transport documents*
- *Insurance documents*
- *Certificate of origin*

Prerequisite: Trade Finance Primer

VILT	Dubai	Sharjah	Abudhabi
17-Mar	19-Sep	6-Oct	-
6-Apr	-	-	-
21-Apr	-	-	-
5-May	-	-	-

E-Learning Code	Pathway Code
6202	7083

12. TRADE FINANCE - MASTERCLASS

course type: Class/VILT | course no: 1112

This Course is also available as E-learning

Mastercalss | 2 DAY | All officers who have attended Trade finance Basic course or Officers with at least 3 years of experience in Trade or Credit departments in Banks

PURPOSE

This advanced course will provide delegates who are already familiar with or are working in a trade finance environment, an insight into the more complex trade finance techniques that are becoming more common.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Trade Finance versus 'balance sheet lending'*
- *Different types – Bid, Performance, Advance payment and Retention bonds*
- *Understanding, identifying and managing risk (Importer, Exporter's risk & ML risk*
- *Rules governing guarantees and bonds (Legal jurisdiction and expiry date issues)*
- *Risk mitigation, management and transfer*
- *The mechanics and use of: Back to Back L/C structures, Transferable L/Cs, Revolving L/Cs*
- *Standby L/C's (SBLCs)*
- *Receivables Financing*
- *The effective use of red and green clause letters of credit*
- *Mechanics of Factoring and Invoice Discounting*
- *Standards of checking Documents*
- *Forfeiting – an important adjunct to the TF mechanism*
- *Structuring Finance for the Trader*
- *Role of Credit Insurance and Nightmare scenarios*
- *International Demand and Contract Guarantees / Bonds Scope and Application*
- *Bank Payment Obligation*

Prerequisite: Trade Finance Primer

VILT	Dubai	Sharjah	Abudhabi
14-Mar	14-Sep	28-Sep	27-Oct
30-Mar	-	-	-
12-Apr	-	-	-
26-Apr	-	-	-

Pathway Code
7085

13. SUPPLY CHAIN FINANCE

course type: Class/VILT | course no: 1239

Specialization | 2 DAY | Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Supply Chain Finance (SCF) is the use of financing and risk mitigation practices and techniques to optimize the management of the working capital and liquidity invested in supply chain processes and transactions. It is a technique used by banks and other financial institutions to mitigate risks for suppliers.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identify elements of Supply Chain Finance*
- *Differentiate SCF Products and using them.*
- *Mitigate risks Related to Supply Chain Finance*
- *Explore the role of Blockchain and Distributed Ledger Technology into Supply Chain Finance.*

VILT	Dubai	Sharjah	Abudhabi
29-Mar	26-Sep	10-Oct	-
13-Apr	-	-	-
28-Apr	-	-	-
18-May	-	-	-

Pathway Code
7086

14. TRADE BASED FINANCIAL CRIMES

course type: Class/VILT | course no: 1130

Specialization | 2 DAY | Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Financial Crimes pose serious threat to the Banking system and the economies. Using Trade and Banking channels is one of the major tools used for large scale financial crimes. This course looks at Financial crimes with a specific focus on Trade channels.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Define Financial Crime.*
- *Define Trade Based KYC and CDD.*
- *Differentiate Trade Based Financial crimes types.*
- *Identify Trade Based ML/TF red flags.*
- *Analyze trade transactions for sanctions.*
- *Demonstrate commercial fraud and collusion.*

VILT	Dubai	Sharjah	Abudhabi
4-Apr	3-Oct	19-Oct	-
20-Apr	-	-	-
5-May	-	-	-
19-May	-	-	-

15. FINANCE FOR NON-FINANCE

course type: Class/VILT

course no: 1126

Intermediate

1 DAY

Participants from relevant banking departments

COURSE OVERVIEW

Finance is an important aspect that every individual should be aware of to make an impact or contribution in decision making. Ability to interpret, analyze financial inputs can help to communicate better with firms' financial managers and support in acquisition and building a sustainable client relationship for the banks.

PURPOSE

This course will enable participants to raise financial awareness and help in using the information for better communicating the key financial principles and its applications in real world and in decision making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Assess companies' performance using key analysis techniques*
- *Budgeting Process and Cost Concepts*
- *Application of time value concept and evaluating investments*
- *Understanding Working Capital Management*
- *Business Financing and Investment Decisions*

VILT	Dubai	Sharjah	Abudhabi
4-Mar	20-Jun	12-Sep	-
22-Mar	13-Oct	-	-
6-May	-	-	

E-Learning & Micro Learning

1. DOCUMENTARY COLLECTIONS

course type: E-Learning

ELRN Code 6260

Intermediate

Trade finance staff, trade audit, trade compliance staff.

PURPOSE

As the use of documentary collections is increasing; this program is focusing on URC; the international rules for collections. Guiding trade finance staff in considering those rules in their trade transactions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identify documentary collections and their parties.*
- *Develop a collection instructions schedule and its terms.*
- *Differentiate the alternative types of collections.*

2. TRADE FINANCE DOCUMENTS EXAMINATION

course type: E-Learning

ELRN Code 6261

Intermediate

Trade Finance professionals with good knowledge of trade finance international rules, trade audit officers and trade compliance officers.

PURPOSE

The ICC introduced ISBP to guide trade finance professionals on the standards needed for the examination of the documents. This program aims at focusing on how the ISBP standards should be considered in the documents examination stage.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand how practices articulated in UCP 600.*
- *Determine compliance of documents with terms and conditions of letters of credit.*
- *Understand the impact of amendments, modifications or exclusions on ISBP.*


eibfs
معهد الإمارات للدراسات
المصرفية والمالية
Emirates Institute for
Banking and Financial Studies



11

HUMAN CAPITAL, MANAGEMENT & LEADERSHIP SKILLS

www.eibfs.ae

since 1983

HUMAN CAPITAL, PERSONAL DEVELOPMENT, LEADERSHIP SKILLS

HUMAN CAPITAL

This category focuses on contemporary programs in various domain areas of human resources management. The category features contemporary topics focused on developing and retaining talent.

PERSONAL DEVELOPMENT

The offerings in this category covers key skills for a successful corporate professional in a highly disruptive world.

MANAGEMENT & LEADERSHIP SKILLS

The courses in this category are aimed at developing promising Managers and Leaders who can lead the business in a highly disruptive business environment.

PERSONAL DEVELOPMENT

1. Stress Management (1)
2. Giving Effective Feedback (1)
3. Personal Branding (1)
4. Managing Change & Uncertainity (1)
5. Work Life Balance (1)
6. Equality, Diversity, and Inclusion (1) New
7. Managing Multiple Tasks, Priorities & Deadlines (1)
8. Getting Most out of your 24 Hours (1)
9. Introduction to Neuro Linguistic Program (1)
10. Basic Arabic Communication for Non Native Speakers (2)
11. Professional Email Correspondence (2)
12. Mindfulness 101 (1)
13. Art of Networking (1)
14. Technology for Non Tech (1) New
15. Campus to Corporate (1) New
16. Learning to Learn 101 (1) New
17. Creating Engaging Presentations Using Powerpoint (Flipped) New

MANAGEMENT SKILLS

1. Aspiring Manager Program (2)
2. New Manager's Program (2)
3. Coaching Skills for Managers (2)
4. Project Management (2)
5. Performance Management & Appraisals (2)

HUMAN CAPITAL

1. Learning needs Analysis (1)
2. Train the Trainer (2) New
3. Talent Acquisition & Succession Planning (2)
4. Balance Score Card (1)

LEADERSHIP

1. Building & Leading High Performance Team (1)
2. Leading with Emotional Intelligence (2)
3. Intrapreneurship (1) New
4. Design thinking essentials (1
5. Leadership Fundamentals (2) New
6. Leadership Communications (2) New

Micro Learning & E-Learning Courses

1. Business etiquette
2. Getting most out of your 24 hours
3. Managing stress at workplace
4. Managing multiple task, priorities & deadlines
5. Coaching skills for managers
6. Personal branding
7. Work life balance
8. Working from home: tips & tricks
9. Staying positive during disruptive times
10. Overcoming procrastination
11. English punctuation
12. Creating goodwill with emails
13. Introduction to mindfulness
14. The happy life
15. Productive presentations

MANAGEMENT SKILLS

1. COACHING SKILLS FOR MANAGERS

E-Learning Code: 6001

course type: Class/VILT

course no: 1641

This Course is also available as E-learning

Intermediate | 2 DAY | Managers, Team leaders

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Coaching models*
- *Structure coaching sessions that flow*
- *Hold attention on what is most important to your client*
- *Listen for transformation, helping people break through old patterns and habits*
- *Support inspirational action plans and accountability structures*

VILT	Dubai	Sharjah	Abudhabi
7-Feb	15-Jun	30-Aug	11-Oct
12-Apr	6-Dec	-	-

2. ASPIRING MANAGER PROGRAM

course type: Class/VILT

course no: 1638

Foundation | 2 DAY | For people who are likely to move to Manager roles

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Get the feel of managing teams*
- *Develop a grounding in basics of management*
- *Understand Key skills required for a manager*
- *Transition to Managing roles*

VILT	Dubai	Sharjah	Abudhabi
3-Feb	20-Sep	13-Oct	-
8-Feb	-	-	-
28-Feb	-	-	-
23-Mar	-	-	-
18-Apr	-	-	-

3. NEW MANAGER PROGRAM

course type: Class/VILT

course no: 1637

Intermediate | 2 DAY | For First time managers

PURPOSE

Not many people get the chance to manage teams. People who get the opportunity need to learn how to prepare themselves to be an effective manager. It needs many skills, changes in your thought process and styles to prepare yourself to be a successful manager.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The career pathway: Member- Manager- Leader*
- *Common pitfalls of a first-time manager*
- *Facilitate meetings and discussions*
- *Communicate effectively to the team*
- *Effective delegation*
- *Motivate the team*
- *Appraising performance*
- *Taking control as a manager*
- *Make an impact*

VILT	Dubai	Sharjah	Abudhabi
8-Feb	4-Jul	6-Sep	12-Oct
10-Mar	24-Nov	-	-
25-May	-	-	-

4. PROJECT MANAGEMENT

course type: Class/VILT

course no: 1617

Intermediate | 2 DAY | Managers, Business Analysts, Project teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Discussing key definitions, concepts, terminology, and roles*
- *Identifying the project work by creating the work breakdown structure (WBS)*
- *Project work estimation – time and cost*
- *Work assignments and determining resources required for project completion*
- *Assigning ownership to tasks*
- *Budget creation*
- *PMI guidelines*

VILT	Dubai	Sharjah	Abudhabi
30-Mar	22-Sep	7-Nov	-
16-May	-	-	-
-	-	-	-

HUMAN CAPITAL

1. LEARNING NEED ANALYSIS

course type: Class/VILT | course no: 1616

Intermediate | 1 DAY | HR and L&D professionals

PURPOSE

This program is for professionals who want to gain an understanding of conducting a needs assessment for training, organizational development, and other organizational projects involving people and processes

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Types of need analysis*
- *Assess knowledge, skills and competencies*
- *Plan, design LNA*
- *Learning need analysis process*
- *Understanding the cost benefit implications*

VILT	Dubai	Sharjah	Abudhabi
18-May	-	29-Sep	-
-	-	-	-
-	-	-	-

2. TALENT ACQUISITION & SUCCESSION PLANNING

course type: Class/VILT | course no: 1624

Specialization | 1 DAY | HR Professionals in Recruitment, Talent management

PURPOSE

An organization's success is driven by the quality of the talent working with it. It is very vital to acquire the right talent, retain them and plan for succession. This course is targeted at HR professionals working in areas like talent planning, recruitment etc.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Identify the importance of talent acquisition and linking it to organizational objectives*
- *Develop a talent acquisition strategy*
- *Discuss the importance of strong brands in attracting talent*
- *Succession planning strategies*

VILT	Dubai	Sharjah	Abudhabi
19-Apr	21-Oct	-	-
-	-	-	-
-	-	-	-

3. TRAIN THE TRAINER

course type: Class/VILT | course no: 1645

Specialization | 1 DAY | Everyone with a passion to teach

PURPOSE

The Train the Trainer program help to identify the characteristics and the roles of an effective trainer. The learners understand the needs of research analysis prior to the training, exploring the adult learning theory. There will be a focus on understanding the importance and types of learner engagement and focus on developing the skills of adult class management and handling challenging participants and environments. The programme will provide a depth of personal insight and will enhance your ability to confidently deliver a training course that fully involves and engages the learners.

LEARNING OBJECTIVES

E-Learning Module Learning Outcomes:

- *To design and delivera training course targeted for adult learners.*
- *To manage the learner and the classroom virtual / in person environment.*
- *To introduce the theory of learning styles (for example, Kolb and 4MAT), while*
- *preparing an effective and clear course structure.*
- *To improve communication and presentation skills by applying the ADDIE methodology.*
- *To learn the fundamentals of Learning Space Design.*
- *To deliver the training by using training activities for different learning needs*
- *engaging with different types of learners.*
- *To apply innovative methods in your training designs and facilitation to accelerate the learning process.*
- *To address challenging participants, questions, and behavior receive and provide effective feedback*
- *To manage the dynamics taking place in the group and to learn ways to deal with a group in a facilitation environment.*
- *To critique your own delivery and presentation skills using pointed group feedback.*
- *To prepare personal action plan beyond the TTT programme.*

VILT	Dubai	Sharjah	Abudhabi
7-Apr	6-Jun	20-Oct	-
-	-	-	-

4. BALANCE SCORE CARD

course type: Class/VILT | course no: 1646

Specialization | 1 DAY | Everyone who have a KPI and want to set KPIs for staff from all functions, Staff handling of Performance Management Projects

PURPOSE

The Balanced Scorecard has emerged as a proven and effective tool for capturing, characterizing and translating organizations strategic goals, into meaningful objectives at corporate, divisional, and individual employee levels, thereby allowing for the strategies to be successfully implemented. When successfully developed and applied in an organisation, the Balanced Scorecard is best practice for modern management, it constructs performance management systems that work.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *To learn why, use a Balanced Scorecard.*
- *To understand the cause and effect*
- *To analyze the four perspectives of a Balanced Scorecard*
- *To bring the Strategic themes developed by the organisation*
- *To learn how to translate strategy into operational Objectives - Strategy Map*
- *To develop a systematic, nine-step methodology for building and implementing a BSC, based on performance management theory.*
- *To understand the measurements, goals and aligning of the organisation to the strategy*
- *To understand how we can develop business units, functional, support and personnel scorecards.*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	29-Sep	23-Nov	-
6-May	-	-	-
-	-	-	-

5. PERFORMANCE MANAGEMENT & APPRAISAL

course type: Class/VILT
course no: 1613

Intermediate | 1 DAY | HR Professionals, Managers, Team Leaders

PURPOSE

Performance Management is key in aligning organization goals with individuals' objectives. This program will cover how to motivate staff through cost effective strategies and sharpen the skills of supervisions in assessing the performance to staff. This program could be highly effective for learners in a team management role.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Roles and resposibilities of individuals and managers in performance management process.*
- *Goal setting and taking ownership of performance Overview*
- *Importance on ongoing feedback*
- *Reward performance appropriately*
- *Defining standards of performance and setting benchmarks*
- *Designing and installing effective performance measurement system*
- *Conducting performance appraisal discussions*

VILT	Dubai	Sharjah	Abudhabi
7-Mar	12-Sep	-	-
2-May	-	-	-

LEADERSHIP

1. BUILDING & LEADING HIGH-PERFORMANCE TEAM

course type: Class/VILT
course no: 1635

Intermediate | 1 DAY | Branch Managers, Operations managers, Department/Team Heads, Program Managers and anyone who is aspiring to move into a leadership or management role.

PURPOSE

An important leadership competency for any organization is the ability to build and lead high performing teams is especially in a high competitive space. "This program will enable you to develop the skills and tools needed to maximize the potential of diverse teams in order to increase productivity, efficiency, and effectiveness.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand the "Team & Team Work"*
- *Characteristics of a highly effective team*
  - *Upward Communication & Downward Communication*
  - *Clarify team roles and objectives*
  - *Conflict Management*
  - *Understand Social Styles*
- *Creating the culture of Trust and Communication*
- *The role of an effective team leader*

VILT	Dubai	Sharjah	Abudhabi
10-Feb	22-Jun	28-Sep	-
27-Apr	-	-	-

2. LEADING WITH EMOTIONAL INTELLIGENCE

course type: Class/VILT
course no: 1612

Intermediate | 1 DAY | Managers and people in team handling roles

PURPOSE

Emotional Intelligence is becoming an important field of research especially when it comes to managing emotions in the work place. Analyzing your own emotional intelligence and understanding how to manage your own emotional reactions to achieve desired results is one of the main modules that will be covered in this program.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand Emotional intelligence*
- *Develop self-awareness*
- *Awareness of others and empathy*
- *Develop self-regulation*
- *Build relationships*

VILT	Dubai	Sharjah	Abudhabi
1-Feb	14-Jun	13-Sep	15-Nov
8-Mar	-	-	-
24-May	-	9-Dec	-

Pathway Code 7137

3. INTRAPRENEURSHIP

course type Class/VILT | course no: 1632

Intermediate | 1 DAY | Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is Entrepreneurial thinking*
- *How entrepreneurs think*
- *Understand the entrepreneurial process and its management*
- *How to recognize opportunities to develop and grow businesses?*
- *How to manage failures*

VILT	Dubai	Sharjah	Abudhabi
28-Feb	9-Nov	5-Dec	-
16-May	-	-	-
6-Jun	-	-	-
21-Jun	-	-	-
30-Jun	-	-	-

4. DESIGN THINKING ESSENTIALS

course type Class/VILT | course no: 1822

Intermediate | 1 DAY | Open to all based on Relevant

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is design thinking*
- *Design thinking and role in innovation*
- *Process of design thinking*
- *Ways to synthesize ideas to a cohesive, practical products and solutions*

VILT	Dubai	Sharjah	Abudhabi
24-Feb	2-Nov	25-Nov	-
2-May	-	-	-
23-May	-	-	-
7-Jun	-	-	-
27-Jun	-	-	-

5. LEADERSHIP FUNDAMENTALS

course type Class/VILT | course no: 1648

Intermediate | 2 DAY | New Managers and Individual Contributors (Fresh to Managerial Role)

PURPOSE

Introducing leadership guidelines to reflect your own leadership philosophy. Help you identify who you are as a leader and articulate your values and behaviors to generate a vision for your leadership and practice.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Understand and Demonstrate broad leadership.*
- *Differentiate leadership and management.*
- *Identify effective leadership models and values.*
- *Practice behaviors of effective leaders and reflect on and ineffective behaviors.*
- *Know the key supervisory and management fundamentals.*
- *Identify key planning strategies to lead others toward shared vision.*
- *Understand insight into getting off to a successful start when placed in a new supervisory position.*

VILT	Dubai	Sharjah	Abudhabi
5-Apr	23-Jun	9-Nov	-
-	-	-	-
	-	-	-

6. LEADERSHIP COMMUNICATIONS

course type Class/VILT | course no: 1647

Intermediate | 2 DAY | New Managers and Individual Contributors (Fresh to Managerial Role)

PURPOSE

Introduce leadership at all levels through communication. Strengthen and improve the ability to communicate with subordinates more effectively. Identify strategies for building cohesive, efficient and effective teams, understanding conflict situations and applying an appropriate conflict resolution model

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Connect leadership and communication for better team effectiveness.*
- *Implement influence and persuasion strategies.*
- *Choose effective leadership tools for connection through communication.*
- *Implement communication strategies for effective teams.*
- *Planning impactful stories and presentations for communication with the team for results.*

VILT	Dubai	Sharjah	Abudhabi
27-Apr	6-Jul	19-Oct	-
-	-	-	-
	-	-	-

PERSONAL DEVELOPMENT

E-Learning Code 6003

1. STRESS MANAGEMENT

course type Class/VILT | course no: 1609

This Course is also available as E-learning

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

Stress is a common sight in the modern-day workplace environment. This 1-day program helps the participants how to manage stress

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand stress and its impact*
- *Analyze factors causing stress*
- *Learn various techniques to manage stress*
- *Learn how to prioritize things and manage pressure*

VILT	Dubai	Sharjah	Abudhabi
22-Feb	21-Jun	21-Sep	11-Oct
1-Mar	-	1-Nov	-
3-May	-		-

2. GIVING EFFECTIVE FEEDBACK

course type Class/VILT | course no: 1626

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

Giving effective feedback is extremely critical in professional and personal life. Effective feedback could help to motivate your team to achieve greater things and avoid pitfalls. The course aims at helping learners in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Value Feedback as a gift*
- *How to give constructive feedback.*
- *Learn how to communicate constructive criticism*
- *Various models in giving feedback – DESC, STAR, GROW etc*

VILT	Dubai	Sharjah	Abudhabi
3-Mar	2-Jun	14-Sep	14-Nov
-	-	-	-
-	-	-	-

E-Learning Code 6013

3. PERSONAL BRANDING

course type Class/VILT | course no: 1627

This Course is also available as E-learning

Foundation | 1 DAY | Middle and senior management officials

PURPOSE

In this current highly competitive world, its extremely important that you learn to differentiate yourself from the crowd. The course helps you with effective strategies to develop your personal brand.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is personal branding*
- *Building your brand – what sets you apart*
- *Identify ways to communicate your brand*
- *How to increase visibility of your brand?*

VILT	Dubai	Sharjah	Abudhabi
9-Feb	24-Aug	9-Nov	9-Dec
2-Mar	-	-	-
16-May	-	-	-
30-May	-	-	

4. MANAGING CHANGE & UNCERTAINTY

course type Class/VILT | course no: 1628

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

The world is undergoing disruptions like never before, mainly driven by technological changes. It is critical for organizations and employees that they are well prepared on all fronts to manage these challenging times

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Importance of developing tolerance to change and uncertainty*
- *Understand the root causes of uncertainty*
- *Discuss various strategies to manage uncertainty*
- *How to help your employees manage uncertainty and change*

VILT	Dubai	Sharjah	Abudhabi
27- Jan	21-Jun	5-Jul	6-Sep
1-Mar	8-Nov	-	-
17-May	-	-	-

E-Learning Code 6133

5. WORK LIFE BALANCE

course type Class/VILT | course no: 1629

This Course is also available as E-learning

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

An employee can contribute best to his work and organization when he blends his professional and personal life well. The learners would explore various effective methods to have a perfect blend of their personal and professional lives.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Productivity and Efficiency*
- *Balance through Deliberate Creation*
- *Create a personal development plan*
- *Set a clear line between personal and work time*
- *The use of mindfulness meditation*

VILT	Dubai	Sharjah	Abudhabi
4-Feb	31-Aug	20-Sep	22-Nov
9-Mar	-	-	-
13-Apr	-	-	-
24-May	-	-	-

6. DIVERSITY, EQUALITY & INCLUSION

course type Class/VILT | course no: 1631

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

The nature of workforce has changed significantly over the past many years, given the highly globalized market. In a country like UAE, where the workforce is highly diverse, its critical for everyone to understand and appreciate work force diversity.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Diversity: Importance*
- *Forms of discrimination*
- *Learn to work together in a diverse work environment*
- *Developing a culture of inclusion and equality*
- *Managing multi-generational work force*

VILT	Dubai	Sharjah	Abudhabi
15-Mar	20-Sep	22-Nov	-
31-May	-	-	-
-	-	-	-
-	-	-	-

E-Learning Code 6006

7. MANAGING MULTIPLE TASKS, PRIORITIES, DEADLINES

course type Class/VILT | course no: 1634

This Course is also available as E-learning

Foundation | 1 DAY | Managers and people in team handling roles

PURPOSE

It's a common sight in corporate world to find people having multiple tasks, priorities and deadlines. Often most of these are important and its very difficult to manage the same. The course aims at helping learners in this regard

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Evaluating and establishing priorities to meet deadlines*
- *Effective planning and management techniques*
- *How to effectively do multi task?*
- *Use positive communication and influencing techniques to ensure work is completed on time*

VILT	Dubai	Sharjah	Abudhabi
31-Jan	7-Jun	30-Aug	4-Oct
22-Mar	25-Nov	-	-
12-Apr	-	-	-
23-May	-	-	-

E-Learning Code 6211

8. GETTING MOST OUT OF YOUR 24 HOURS

course type Class/VILT | course no: 1623

This Course is also available as E-learning

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

Everyone has the same 24 hours. But some are effective in achieving many things within that period. This course aims at sharing some methods and best practices to get most out of your time

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Importance of time as a resource*
- *Time stealers*
- *Analyzing your use of time*
- *Time management techniques*

VILT	Dubai	Sharjah	Abudhabi
1-Feb	28-Jun	13-Sep	5-Oct
19-Apr	23-Nov	-	-
31-May	-	-	-
-	-	-	-

PERSONAL DEVELOPMENT

9. INTRODUCTION TO NEURO LINGUISTIC PROGRAMMING (NLP)

course type: Class/VILT | course no: 1639

Foundation | 1 DAY | For HR Professionals, Participants in Leadership roles

PURPOSE

NLP is fast emerging as an influential area in the domain of personal development. NLP programs help participants to understand others better, improve their relationships and influence others. This is an introductory course to this highly specialized area aimed at giving an overview about NLP.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand what is NLP*
- *Analyze how does NLP work and its applications*
- *Appreciate how can NLP help you?*

VILT	Dubai	Sharjah	Abudhabi
8-Feb	29-Jun	25-Oct	-
26-Apr	-	-	-

10. BASIC ARABIC COMMUNICATION FOR NON-NATIVE SPEAKERS

course type: Class/VILT | course no: 1640

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

This course is meant for non-Arabic speakers who are keen on learning basic communication in Arabic. This will help them to improve their dealings with the customers and in their social life. This course covers only basic speaking skills and doesn't cover writing skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Basic communication*
- *Everyday words and sentences*
- *Use basic Arabic at workplace and social engagements*

VILT	Dubai	Sharjah	Abudhabi
9-Feb	23-Aug	19-Sep	14-Oct
3-Mar	-	-	-
28-Mar	-	-	-
22-Apr	-	-	-

11. MINDFULNESS 101

course type: Class/VILT | course no: 1642

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

Mindful living is emerging as a method which can help in stress reduction and create positive impact. The goal of mindfulness is to wake up to the inner workings of our mental, emotional, and physical processes

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand mindfulness*
- *Explore how mindfulness can help in stress reduction,*
- *bring focus and foster better relationships*
- *Learn and practice basic mindfulness techniques*

VILT	Dubai	Sharjah	Abudhabi
8-Feb	28-Jun	6-Sep	25-Oct
26-Apr	-	8-Nov	-
17-May	-	-	-
-	-	-	-

12. ART OF NETWORKING

course type: Class/VILT | course no: 1643

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

This course focuses on how to effectively network for success.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- *Understand how to network to success*
- *How to create, maintain and develop professional networks*
- *How to project yourself and showcasing your value*
- *Do's and Don'ts in professional networking*

VILT	Dubai	Sharjah	Abudhabi
15-Feb	14-Jun	27-Sep	26-Oct
8-Mar	-	15-Nov	-
4-May	-	-	-
-	-	-	-

13. CAMPUS TO CORPORATE

course type: Class/VILT | course no: 1236

Foundation | 1 DAY | New joiners in Banks

PURPOSE

A new joiner in the corporate world must undergo a complete metamorphosis in their thoughts, behavior, and emotional aspects. They need to learn to work with diverse teams, senior managers and colleagues and follow the etiquette at the workplace.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Do's and Don'ts*
- *How to present yourself to people*
- *Greetings, Introductions*
- *Developing Your Professional and Personal Image*
- *Build relationships*
- *Workplace etiquette*
- *Telephone etiquette*
- *Email etiquette*

VILT	Dubai	Sharjah	Abudhabi
11-Feb	21-Oct	-	-
28-Apr	-	-	-
-	-	-	-

14. TECHNOLOGY FOR NON-TECH

course type: Class/VILT | course no: 1644

Foundation | 1 DAY | Open to all based on relevance

PURPOSE

Technology has evolved as the back end of the whole Banking products and operations. No new product or process improvement is possible without technology. In this context, it is imperative for Functional managers and professionals to understand the basics of Technology which is going to drive their business

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Why everyone should know basic Technology*
- *New age systems architecture model*
- *Shift from Server based architecture to Cloud*
- *Cloud: An overview*
- *SAAS Business models*
- *Security, Privacy and Data protection*
- *Emerging Technology: Overview*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	-	14-Sep	-
20-May	-	-	-
-	-	-	-

15. CREATING ENGAGING PRESENTATIONS USING POWER POINT

course type: Flipped | course no: 1649

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

To help the learner use Microsoft PowerPoint and get started with layout and design, visualization, graphs & charts, image manipulation, interactivity, templates & masters, multimedia, and animation.

Course Learning Outcomes

- *Explain the role of slides in a presentation*
- *Apply the principles of professional presentation design*
- *Construct and develop compelling visual slides for maximum audience engagement*

E-Learning Content

- *Introduction to the basic tools and elements*
- *Choose a design theme, add text and pictures to a slide*

Live Class Content

- *Formatting and organizing PowerPoint slides*
- *Working with graphics, tables and charts*
- *Adding multimedia, interactivity and animations*

VILT	Dubai	Sharjah	Abudhabi
27-Jan	1-Sep	20-Oct	10-Nov
17-Feb	-	-	-
3-Mar	-	-	-
14-Apr	-	-	-
5-May	-	-	-

16. LEARNING TO LEARN 101

course type: Class/VILT | course no: 1650

Foundation | 1 DAY | Open to all based on requirement

PURPOSE

This course is about understanding how to learn more, more quickly, and more easily. It explores how one needs to learn continuously and for life.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to learn effectively*
- *Adult Learning models*
- *Learning and Brain Science*
- *Forgetting Curve and reduce forgetting*
- *Bite sized learning*
- *Technology driven learning: latest trends*

VILT	Dubai	Sharjah	Abudhabi
25-Jan	5-Jul	16-Nov	-
16-May	-	-	-
-	-	-	-
-	-	-	-

E-Learning & Micro Learning

1. WORKING FROM HOME: TIPS & TRICKS

course type E-Learning | ELRN Code 6060

Intermediate | Open to all based on requirement

PURPOSE

This training aims to provide learners tips to maximize their efforts while working from home. It offers suggestions on time management, stress management, as well as the need to disconnect from work while working from home.

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand:

- *Creating schedules, routines and to-do lists to improve productivity*
- *Maintaining healthy lifestyle choices with regard to sleep patterns, exercise,*
- *meditation and gratitude practices*

  Recognize the need for leisure, relaxation and fulfilling relationships while working from home

2. STAYING POSITIVE DURING DISRUPTIVE TIMES

course type E-Learning | ELRN Code 6063

Intermediate | Open to all based on requirement

PURPOSE

The course focuses on how to remain positive during highly disruptive times, which are often emotionally taxing

LEARNING OUTCOMES

After the completion of this course, the learners would be able to:

- *Understand the reasons for being positive*
- *Learn how to cope with negative feelings*
- *Identify the nature of the problem*
- *Choose your attitude*
- *Recognize stress levels*
- *Investigate your work-life balance*

3. OVERCOMING PROCRASTINATION

course type E-Learning | ELRN Code 6076

Intermediate | Open to all based on requirement

PURPOSE

In this course you will learn the psychological basis of procrastination and why quick fix solutions don't work. Also, you will learn to identify the triggers that cause people to put off important tasks and practical and useable tactics to stop procrastinating.

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand:

- *What's procrastination*
- *How people justify procrastination*
- *Practical strategies to overcome procrastination*

4. ENGLISH PUNCTUATION

course type E-Learning | ELRN Code 6120

Intermediate | Open to all based on requirement

PURPOSE

The purpose of this training is to understand how to use apostrophes and commas correctly in English sentences. It details how to use apostrophes to show contraction and possession, while also explaining how to use commas between independent and dependent clauses.

COURSE TOPICS

- *Utilize apostrophes to show contraction and possession*
- *Apply use of commas with introductory phrases and coordinating conjunctions*
- *Employ commas to show relationship between independent and dependent clauses*

5. CREATING GOODWILL WITH EMAILS

course type E-Learning | ELRN Code 6124

Intermediate

Open to all based on requirement

PURPOSE

This course discusses ways to make messages friendlier, more persuasive, and more humane by focusing on you-attitude, positive emphasis, and bias-free language

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand:

- *Creating you-attitude*
- *Positive emphasis*
- *Bias-free language*

6. HAPPY LIFE

course type E-Learning | ELRN Code 6131

Intermediate

Open to all based on requirement

PURPOSE

This microlearning course talks about tips and tricks to lead a happy life

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand:

- *How to achieve happiness through wellness*
- *Role of acts of Kindness*
- *Role of Gratitude*
- *Role of Exercise, Sleep, Meditation*

7. PRODUCTIVE PRESENTATIONS

course type E-Learning | ELRN Code 6139

Intermediate

Open to all based on requirement

PURPOSE

This training aims to inform learners how to create purposeful and audience-focused presentations. It outlines ways to organize professional presentations to effectively share outcome-based information with intended audiences.

COURSE TOPICS

- *Recognizing audience needs*
- *Outcome-based purpose statements*
- *Varied presentation styles*

8. INTRODUCTION TO MINDFULNESS

course type E-Learning | ELRN Code 6130

Intermediate

Open to all based on requirement

PURPOSE

This training aims to introduce learners to the practice of mindfulness. It details what mindfulness is, why it's a challenging yet beneficial practice and concludes with realistic mindfulness practices everyone can implement.

COURSE TOPICS

- *Understand what mindfulness and mindlessness are*
- *Recognize the diverse benefits of a mindfulness practice on the brain and body*
- *Learn and utilize simple mindfulness practices that can be used every day*



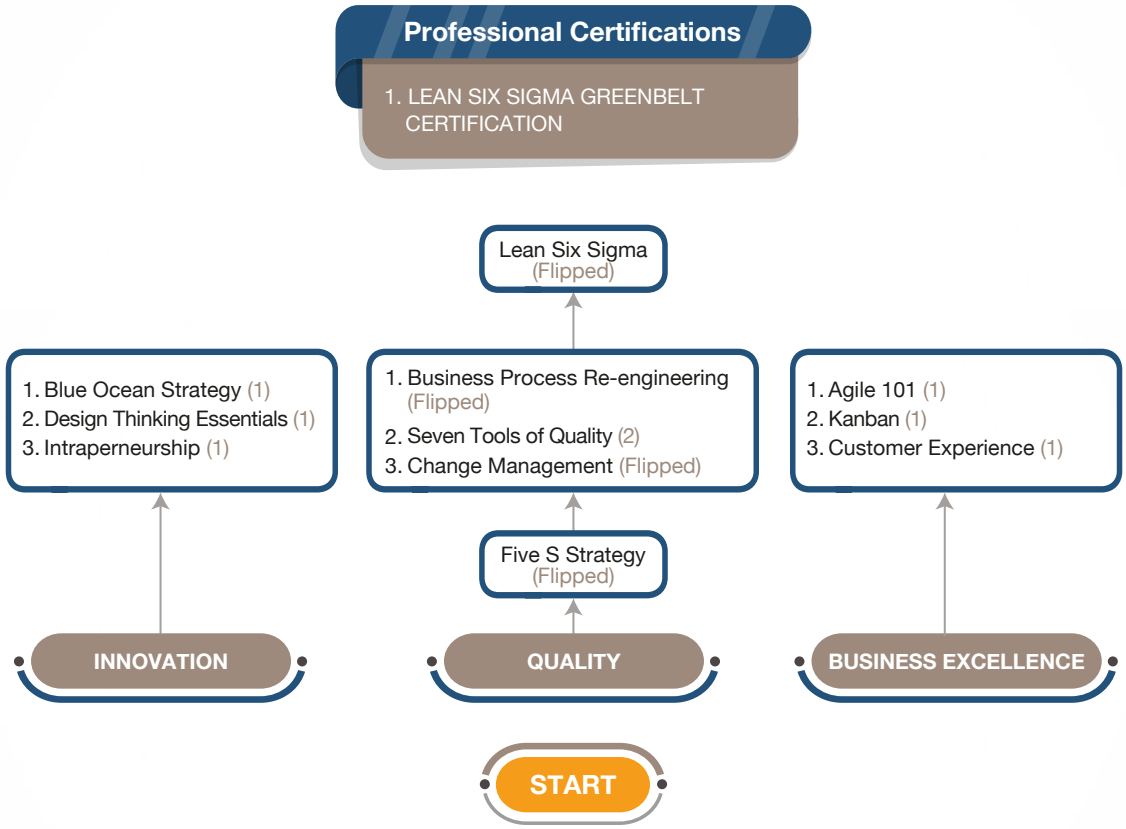
12

INNOVATION, QUALITY & BUSINESS EXCELLENCE

www.eibfs.ae

INNOVATION, QUALITY & BUSINESS EXCELLENCE

This category has many new programs in the domains of Innovation and Business Transformation apart from the major offerings in all the areas of Quality domain.



Micro Learning & E-Learning Courses
1. Process map and process calculations
2. Gantt chart
3. Histogram
4. Pareto chart
5. Control chart
6. Hypothesis testing
7. Research methodology for business research
8. Seven tools of quality

QUALITY MANAGEMENT

Pathway Code 7130

1. 5S STRATEGY

course type: Flipped | course no: 1001

Foundation | 1 DAY

Managers and staff who are looking at 5s implementation in their respective roles

PURPOSE

5S is workplace management where the work area and workplace are organized and ritualized to minimize the loss of time and the use of movement. Originally part of Lean manufacturing philosophy (also known as the Toyota production System), its principles for eliminating wasted time and unnecessary motion are universally applicable to everyone and every business.

E-learning module learning outcomes

After the completion of this course, the learners would be able to:

- *Understand the basic rules of process mapping from a quality point of view*
- *Understand the various shapes in process maps and understand when to use them*
- *Understand the various ways of measuring processes and be able to calculate process KPIs*
- *Understand the purpose of creating a control chart and the data required for that*

Live class module learning outcomes

After the completion of this course, the learners would be able to:

- *Understand the purpose of 5s*
- *Understand 5S Program Steps*
- *Analyze the five steps of 5s- Sort, Straighten, Shine, Standardize and Sustain.*
- *5s implementation in banks*

VILT	Dubai	Sharjah	Abudhabi
31-Jan	22-Aug	7-Sep	-
14-Feb	-	-	-
2-Mar	-	-	-
18-Mar	-	-	-
4-Apr	-	-	-

Pathway Code 7133

2. BUSINESS PROCESS RE-ENGINEERING

course type: Flipped | course no: 1002

Intermediate | 1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres, Process owners Internal auditors

PURPOSE

This course helps delegates to understand the basics of process design and analysis and how to radically change a process using the framework of Business process reengineering.

E-learning module learning outcomes

After the completion of this course, the learners would be able to:

- *Understand the basic rules of process mapping from a quality point of view*
- *Understand the various shapes in process maps and understand when to use them*
- *Understand the various ways of measuring processes and be able to calculate process KPIs*

Live class module learning outcomes

After the completion of this course, the learners would be able to understand:

- *Overview about Business Process Re-engineering*
- *Process definition to develop value stream maps*
- *Improving process efficiency using the framework of Business process reengineering (BPR)*

VILT	Dubai	Sharjah	Abudhabi
25-Mar	3-Oct	21-Oct	-
13-Apr	-	-	-
3-May	-	-	-
20-May	-	-	-

E-Learning Code 6200 | Pathway Code 7132

3. SEVEN TOOLS OF QUALITY

course type: Class/VILT | course no: 1007

This Course is also available as E-learning

Intermediate | 2 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres

PURPOSE

The seven basic quality control tools are a set of commonly used graphical statistical analysis tools. They can be used to help solve many different types of problems, not just quality problems. The seven tools are: cause and effect diagrams, check sheets, control charts, histograms, Pareto charts, scatter plots, and flow chart. Given this background, the course aims at providing the participants with understanding of seven tools of quality and how it can be implemented in banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to :

- *Understand dimensions of Quality*
- *Describe each of the tools - Cause and effect diagrams, Check sheets, Control charts, Histograms, Pareto charts, Scatter plots, and Flow chart*
- *Use these tools in banking and finance*

VILT	Dubai	Sharjah	Abudhabi
14-Mar	19-Sep	4-Oct	26-Oct
30-Mar	-	-	-
14-Apr	-	-	-
2-May	-	-	-

Pathway Code 7131

4. CHANGE MANAGEMENT

course type: Flipped | course no: 1008

Intermediate | 1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres, Process owners Internal auditors

PURPOSE

Change is something that though is seen positively in an organization can also can cause stress in an organization if not managed properly. This course provides a framework to implement change effectively in a process organization and explains how change management can be used as a way to improve quality.

E-learning module learning outcomes

After the completion of this course, the learners would be able to understand:

- *Basic rules of process mapping from a quality point of view*
- *Various shapes in process maps and understand when to use them*
- *Various ways of measuring processes and be able to calculate process KPIs*
- *Purpose of creating Gantt Chart and the data needed for that*

E-learning module learning outcomes

After the completion of this course, the learners would be able:

- *Identify what to change in a process*
- *Understand how to implement change in a structured manner*
- *Understand how to manage human side of change*

VILT	Dubai	Sharjah	Abudhabi
28-Feb	5-Sep	21-Sep	12-Oct
16-Mar	-	-	-
1-Apr	-	-	-
15-Apr	-	-	-

Pathway Code
7134

5. LEAN SIX SIGMA

course type
Flipped

course no:
1003

Specialization

2 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managres, Process owners Internal auditors

PURPOSE

Lean six sigma is widely recognized as one of the most effective quality tools with applications in manufacturing and service sector. While lean methodology focuses on reduction of wastage in a process, six sigma is a structured data driven approach that strives towards greater than 99% efficiency. The combination of these two methods promises to give exceptional results in terms of process improvement, error reduction and hence reduced costs and increased customer satisfaction.

E-learning module learning outcomes

After the completion of this course, the learners would be able to understand:

- *Basic rules of process mapping from a quality point of view*
- *Various shapes in process maps and understand when to use them*
- *Various ways of measuring processes and be able to calculate process KPIs*
- *Purpose of creating a control chart, data needed and creating in excel*
- *Purpose of doing hypothesis testing and define the null and alternative hypothesis*

Live class module learning outcomes

After the completion of this course, the learners would be able:

- *Understand Lean six sigma methodology*
- *Apply DMAIC model to improve banking processes*

VILT	Dubai	Sharjah	Abudhabi
15-Feb	10-Oct	3-Nov	24-Nov
11-Apr	-	-	-
26-Apr	-	-	-
18-May	-	-	-
30-May	-	-	-



BUSINESS TRANSFORMATION

1. AGILE 101

course type: Class/VILT
course no: 1824

Intermediate | 1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres, Process owners Internal auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to Agile*
- *Difference between 'doing' and 'being' agile*
- *Toolkit for implementing agile*
- *Introduction to scrum*
- *Use cases in banking and financial domain*

VILT	Dubai	Sharjah	Abudhabi
17-Feb	19-Oct	18-Nov	-
18-Apr	-	-	-
4-May	-	-	-
24-May	-	-	-
9-Jun	-	-	-

2. KANBAN

course type: Class/VILT
course no: 1009

Intermediate | 1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres, Process owners Internal auditors

PURPOSE

Kanban methods are becoming quite popular in the Business transformation domain particularly in the banking and finance domain. Kanban provides techniques to manage the flow of work and to continuously improve on that flow. The method helps to understand how to focus on work that is needed and reduce the time spent on non-value added activities.

The Kanban training focusses on providing guidance on Kanban implementation and how as a method it can be used to increase efficiency in your bank.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Kanban origins and evolution*
- *Kanban concepts, principles and terminology*
- *Visualization of Work*
- *Limiting Work-In-Process*
- *Analyzing the Flow of Work*
- *Kanban Metrics and Management Reporting*

VILT	Dubai	Sharjah	Abudhabi
25-Apr	28-Oct	23-Nov	-
16-May	-	-	-
1-Jun	-	-	-
17-Jun	-	-	-

3. CUSTOMER EXPERIENCE

course type: Class/VILT
course no: 1525

Intermediate | 1 DAY

Banking Officials those who are engaged in direct contact with customers like Customer service officers, Relationship Managers and Branch Managers

PURPOSE

Customers of “today” is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improvising from the existing Customer Service practices to an improved Customer Experience.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Customer journey*
- *Taking the Extra Mile.*
- *Becoming a Happiness Engineer*
- *Using Customer Experience as a Strategy*
- *Methods to improve customer experience strategy*
- *The link between customer experience and Customer retention.*
- *Measuring Customer Experience.*

VILT	Dubai	Sharjah	Abudhabi
17-Feb	1-Jul	1-Sep	1-Nov
31-Mar	-	9-Dec	-
16-May	-	-	-

INNOVATION

1. BLUE OCEAN STRATEGY

course type: Class/VILT | course no: 1011

Intermediate | 1 DAY | Open to all based on relevance to their roles. Ideal for Senior officials in marketing, startegy product development etc

PURPOSE

Blue ocean strategyis about how to use differentiation to open a new market space and create new demand. It is about creating and capturing uncontested market space, thereby making the competition irrelevant.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Learn the concept of Blue Ocean Strategy*
- *Discuss various use cases of blue ocean strategy.*
- *How to create Competitive advantage using Blue Ocean Strategy.*
- *Learn new product development using Blue Ocean Strategy.*

VILT	Dubai	Sharjah	Abudhabi
10-Mar	4-Oct	18-Nov	-
25-Apr	-	-	-
-	-	-	-
-	-	-	-

2. DESIGN THINKING ESSENTIALS

course type: Class/VILT | course no: 1822

Intermediate | 1 DAY | Mid and Senior Level professionals

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is design thinking*
- *Design thinking and role in innovation*
- *Process of design thinking*
- *Ways to synthesize ideas to a cohesive, practical products and solutions*

VILT	Dubai	Sharjah	Abudhabi
24-Feb	2-Nov	25-Nov	-
2-May	-	-	-
23-May	-	-	-
7-Jun	-	-	-
27-Jun	-	-	-

3. INTRAPRENEURSHIP

course type: Class/VILT | course no: 1632

Intermediate | 1 DAY | Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *What is intrapreneurship thinking*
- *How entrepreneurs think*
- *Understand the entrepreneurial process and its management*
- *How to recognize opportunities to develop and grow businesses?*
- *How to manage failures*

VILT	Dubai	Sharjah	Abudhabi
28-Feb	9-Nov	5-Dec	-
16-May	-	-	-
6-Jun	-	-	-
21-Jun	-	-	-
30-Jun	-	-	-

Micro Learning & E-Learning

1. PROCESS MAP AND PROCESS CALCULATIONS

course type E-Learning | ELRN Code 6277

Foundation

Open to all based on requirement

PURPOSE

To familiarize the participants with creating process maps and doing process calculation

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Basic rules of process mapping from a quality point of view*
- *Various shapes in process maps and understand when to use them*
- *Various ways of measuring processes and be able to calculate process KPIs*

2. GANTT CHART

course type E-Learning | ELRN Code 6278

Foundation

Open to all based on requirement

PURPOSE

To present project plan in the form of a Gantt chart

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose of creating Gantt Chart*
- *Type of data required for a Gantt chart*
- *Create a Gantt chart in excel*

3. HISTOGRAM

course type E-Learning | ELRN Code 6279

Foundation

Open to all based on requirement

PURPOSE

To present process data in the form of a histogram,

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose of creating a histogram*
- *Type of data required for a histogram*
- *Histogram in excel*

4. PARETO CHART

course type E-Learning | ELRN Code 6280

Foundation

Open to all based on requirement

PURPOSE

To present process data in the form of a pareto chart

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose of creating a pareto chart*
- *Type of data required for a pareto chart*
- *Pareto chart in excel*

5. CONTROL CHART

course type E-Learning | ELRN Code 6281

Foundation

Open to all based on requirement

PURPOSE

To present process data in the form of a control chart

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose of creating a control chart*
- *Type of data required for a control chart*
- *Control chart in excel*

6. HYPOTHESIS TESTING

course type E-Learning | ELRN Code 6282

Foundation

Open to all based on requirement

PURPOSE

To understand application of hypothesis testing in quality models

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Purpose of doing hypothesis testing*
- *Null and alternative hypothesis*
- *Hypothesis testing in excel and interpret the results.*

7. RESEARCH METHODOLOGY FOR BUSINESS RESEARCH

course type E-Learning

ELRN Code 6283

Foundation

Open to all based on requirement

PURPOSE

This course is designed to provide trainees with the necessary skills and knowledge to scientifically solve a business research problem. The course covers the entire scope of research methodology starting from identifying the research problem, understanding the research philosophy and deciding on the right research methodology.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Basics of research*
- *Research philosophy*
- *Research paradigm*
- *Methods of qualitative research*
- *Methods of quantitative research*



since
1983

13

MARKETING, SALES & CUSTOMER SERVICE



www.eibfs.ae

MARKETING, SALES & CUSTOMER SERVICE

The Sales & Marketing category offers a wide portfolio of courses. Learners can expect to acquire various skills related to negotiating deals, overcoming obstacles, cross selling and closing sales.

1. Closing Skills (1)
2. New Banking Products Development (1)
3. Key Account Management (1) New

1. Powerful Telesales Skills (1)
2. Social Media & Digital Marketing (Practitioner Track)
3. Effective Selling Techniques (2)
4. Managing Successful Sales Team (1)
5. Negotiation Skills (1)
6. Business Etiquette (1)
7. Handling Objections (1)
8. Sales Audit (1)
9. Art of Cross Selling (1)

SALES & MARKETING

1. Customer Service Game (1)
2. Customer Experience (1)
3. Customer Service on Social Media (1)
4. Debt Collection Skills (1)

CUSTOMER SERVICE



MARKETING, SALES & CUSTOMER SERVICE

1. CUSTOMER SERVICE GAME

course type: Class/VILT | course no: 1523

Foundation | 1 DAY | Tellers, Customer Service Officers Relationship managers, Branch Managers, and anyone who is engage is direct Customer interaction

PURPOSE

Games are a great way to illustrate important factors about the customer-representative relationship. The objective is to learn the Infrastructure of communicating and connecting with customers beyond customer Service theories and books.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Don't tell me, let me guess*
- *Never Say Never*
- *Call me by my Name*
- *Active Listening Game*
- *Narrate a Letter to Customer Service Personnel.*
- *The Customer Experience Game*
- *The Best Customer Service Scenarios*

VILT	Dubai	Sharjah	Abudhabi
24-May	-	10-Nov	-
-	-	-	-

2. CUSTOMER EXPERIENCE

course type: Class/VILT | course no: 1525

Intermediate | 1 DAY | Banking officials those who are enganed in direct contact with customers like customer Service Officers, Relationship managers and Branch Managers

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improvising from the existing Customer Service practices to an improved Customer Experience.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Customer journey*
- *Taking the Extra Mile.*
- *Becoming a Happiness Engineer*
- *Using Customer Experience as a Strategy*
- *Methods to improve customer experience strategy*
- *The link between customer experience and Customer retention.*
- *Measuring Customer Experience.*

VILT	Dubai	Sharjah	Abudhabi
17-Feb	1-Jul	1-Sep	1-Nov
31-Mar	-	9-Dec	-
16-May	-	-	-

3. CUSTOMER SERVICE ON SOCIAL MEDIA

course type: Class/VILT | course no: 1526

Intermediate | 1 DAY | Officials are marketing departments customer relations and product teams

PURPOSE

The emergence of Social media has given consumers a whole new way to interact with the Brands and Corporates. it has also become a forum to discuss, compare and complain as well. Social media is also used by banks for Sales and Marketing, HR and across other various functions. Hence managing and analysing Social Media as a Customer Service and Customer Support Channel is a key area on importance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Importance of Social media is customer service*
- *Key elements of using social media for customer service*
- *Best Customer service practices through social media*
  - *Using Twitter and Facebook*
- *Mistakes to avoid is customer service through social media*
- *Using Social Media as Corporate Strategy*

VILT	Dubai	Sharjah	Abudhabi
8-Mar	11-Oct	16-Nov	-
13-Apr	-	-	-
19-May	-	-	-

4. KEY ACCOUNT MANAGEMENT

course type: Class/VILT | course no: 1528

Intermediate | 1 DAY | Relationship officers, Relationship Managers, Key accounts manager and all staff who manages a portfolio of customers.

PURPOSE

Key account manager is the person, who is assigned to oversee the relationship of an account or portfolio of accounts. This course will help learners to understand the dynamics of planning and managing the full relationship between a business and its most important customers.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The importance of creating "Brand Value" in every customer Interaction.*
- *The importance of Competition and Market trends.*
- *Evaluating Customer requirements and developing plans to meet requirements.*
- *Customer engagement – Periodicity, methods and impact*
- *Moving from Customer service to customer experience*
- *Maximize sales referrals with sales referral strategies.*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	-	14-Sep	-
20-May	-	-	-
-	-	-	-

5. DEBT COLLECTION SKILLS

course type: Class/VILT | course no: 1513

Foundation | 1 DAY | Collection staff, Relationship managers, Account Managers marketing staff

PURPOSE

Giving credit to customers may be easy, but getting it back is often a problem. To collect money from defaulting customers' needs special skills to be attained by the collection staff. This also needs a systematic process to achieve the best collection results.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Preparation for debt collection*
- *Debt collection negotiation skills*
- *Debtor call handling skills*
- *Debt collection management*
- *Debt repayment monitoring*

VILT	Dubai	Sharjah	Abudhabi
4-Feb	10-Jun	15-Sep	25-Oct
7-Mar	-	7-Dec	-
13-Apr	-	-	-

6. POWERFUL TELESALES SKILLS

course type: Class/VILT | course no: 1508

Foundation | 1 DAY | Officials in Sales Deparments, Especially in call centers

PURPOSE

Telesales is a highly effective sales channel for most banks. It is extremely important to ensure highest professionalism in dealing with the customer over the phone. The callers have a tough task of relating their product to the customer needs and closing the sales. This course will help them to be more effective in their roles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Difference in telesales in banking vs other industries*
- *Quickly the customer needs and present a solution*
- *How to quickly build rapport over the phone*
- *How not to sell*
- *Business etiquette and ethics in telesales*

VILT	Dubai	Sharjah	Abudhabi
26-Jan	15-Jun	21-Nov	-
23-Feb	-	-	-
18-May	-	-	-

7. SOCIAL MEDIA AND DIGITAL MARKETING

course type: Class/VILT | course no: 1515

Foundation | 1 DAY | Officails from Marketing Departments, Cutomer relations and product teams

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign and why you need a digital strategy. Social media and other digital platforms can be put to best use to ensure the boost in the visibility of the brand, effectively sell products and serve the customer

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Introduction to core principles and purpose of digital marketing.*
- *Strategic approach to Digital Marketing: recognizing benefits of each platform*
- *Components of branding and maintaining a successful website*
- *Best tools to analyze a website*
- *The importance & power of Search: SEO & SEM*
- *Fundamentals of Search Engine Optimization (SEO): On Page SEO and Off Page SEO*
- *Importance of Keywords & Quality Score.*
- *How to generate keywords & select effective ones for a campaign*
- *Fundamentals of Search Engine Marketing (SEM): Search Engine Advertising and its importance as a driver of quality traffic and leads to the website. Exercise: Set up a google ad*
- *Social Media Marketing (SMM) : Multi- channel social media strategy- leveraging uniqueness of each channel.*
- *Importance of content planning*
- *Best tools for content planning & creation.*
- *Exercise: How to set up a Facebook Ad.*
- *Google analytics- Insights into different reports and terminologies*

VILT	Dubai	Sharjah	Abudhabi
30-Mar	22-Sep	7-Nov	-
16-May	-	-	-

8. EFFECTIVE SELLING TECHNIQUES

course type: Class/VILT | course no: 1512

Foundation | 2 DAY | Staff Members involved in Sles Roles

PURPOSE

This program will help attendees realize the importance of successful selling techniques implementation in complimenting and emphasizing the relationship between the client and organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to manage the customers' expectations to maximize customer value?*
- *Required skills for the ideal customer service agents in order to manage customers mind set*
- *Planning and preparing for the selling journey*
- *Presale check list*
- *Impact of first impression and first stage of the selling journey*
- *Different types of selling, and the cause of the execution*
- *Finalizing the sale by ensuring and maintaining customer rapport*
- *The importance of product knowledge in the process of sales execution*
- *Handling objections and complaints*
- *Ensure constant customer satisfaction and trust*

VILT	Dubai	Sharjah	Abudhabi
1-Feb	6-Jun	25-Aug	10-Oct
2-Mar	-	17-Nov	-
25-Apr	-	-	-

MARKETING, SALES & CUSTOMER SERVICE

9. MANAGING SUCCESSFUL SALES TEAM

course type: Class/VILT | course no: 1518

Intermediate | 1 DAY | Sales team Leaders, Sales Managers, Rleationship Managers etc.

PURPOSE

Given the increasing competition in the Banking space, it is extremely important to have the right sales teams. Team leaders need to effectively manage their teams to ensure that the business objectives are achieved. They also should develop the right skills for the team and ensure that the members are motivated to grow in their roles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Set meaningful objectives for individuals and the team*
- *Set achievable objectives*
- *Build and develop the skills of the team.*
- *Manage underperformance.*
- *Keep top performers motivated.*
- *Recruit the right people for the team.*
- *Ensure professionalism and ethics in the team*
- *Effective meetings to galvanize the team*

VILT	Dubai	Sharjah	Abudhabi
16-Mar	-	27-Sep	-
16-May	-	-	-

10. NEGOTIATION SKILLS

course type: Class/VILT | course no: 1519

Foundation | 1 DAY | Officilas in sales roles and other based on requirements

PURPOSE

Participants will understand and appreciate the nature of negotiation. Some of the key concepts that will be covered include negotiation process planning, techniques and tactics. Through group activities and case studies, participants will learn questioning, listening and summarizing skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The art of negotiation*
- *Differences in behavioral styles—passive, aggressive and assertive*
- *Planning & preparing for negotiation*
- *Communication in negotiation*
- *Negotiation strategies*
- *Tactics & counter tactics*
- *Negotiating across cultures*

VILT	Dubai	Sharjah	Abudhabi
25-Jan	19-Sep	3-Oct	2-Nov
7-Mar	-	-	-
23-Mar	-	-	-
8-Apr	-	-	-
22-Apr	-	-	-

E-Learning Code: 6210

11. BUSINESS ETIQUETTE

course type: Class/VILT | course no: 1509

This Course is also available as E-learning

Foundation | 1 DAY | Open to all officilas who need to develop their skills in terms of personnal conduct in public and/or with customers

PURPOSE

This program will equip participants with the hidden values – and priceless potential – of image, etiquette and protocol and how they can make a difference in business by effectively employing them. The course aims at presenting and promoting yourself and your organization with precision and style.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Network for Success*
- *Business etiquette global rules for a positive first impression*
- *Dress code and professional attire*
- *Common faux pas for men and women at their professional attire*
- *Professionalism and a philosophy of life*
- *Business etiquette as a life attitude*
- *Types of business receptions*
- *Dress code upon business social events*
- *Cross cultural orientation*

VILT	Dubai	Sharjah	Abudhabi
24-Jan	7-Jun	27-Sep	4-Oct
15-Feb	-	25-Nov	-
22-Mar	-	-	-

12. NEW BANKING PRODUCTS DEVELOPMENT

course type: Class/VILT | course no: 1511

Intermediate | 1 DAY | Senior bankers involved in product management and marketing of new products and services

PURPOSE

This course will provide participants an integrated framework for the development of new banking products and financial services. This starts from idea generation and ends with successful launch and control of these products and services.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *New product strategy*
- *Generation and evaluation of new ideas and concepts*
- *Product Development*
- *Beta testing and product testing*
- *Products launch strategy*
- *Product life cycle*
- *Marketing strategies*
- *Case Analysis*

VILT	Dubai	Sharjah	Abudhabi
24-Mar	8-Jun	4-Oct	-
-	-	-	-
-	-	-	-

13. HANDLING OBJECTIONS

course type: Class/VILT
course no: 1522

Intermediate | 1 DAY | Relationship Managers, ARMs and Customer Service officersa who are engaged in Sales & Mar keting, Relationship Management or Cross sell responsibilities

PURPOSE

Effective Handling of objections act a catalyst that supports customer decision making process. This course helps you to analyse different Customer objections and use communication techniques that realign and refocus the clients base of thought as a method to move forward.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *"Objections" – A Positive Sign*
- *Challenging customer sales and service scenarios*
- *Understand the common type of objections.*
- *Techniques for effective objective handling.*
- *Handling Objections – Role Plays*
- *Closing the deal*

VILT	Dubai	Sharjah	Abudhabi
2-Feb	9-Jun	5-Dec	-
2-May	-	-	-
-	-	-	-

Pathway Code: 7053

14. SALES AUDIT

course type: Class/VILT
course no: 1520

Specialization | 1 DAY | Audit Deparments officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *Market Audit-Review of Sales targets*
- *Review of Market Communications*
- *Review of Manpower resources*
- *Review of Sales Procedures/Retail/Wealth Management/Insurance/Treasury*
- *Review of outsourced sales*
- *Review of Customer Selection, Appropriateness test, Misrepresentation and Pressure*
- *Review of Customer Service*

VILT	Dubai	Sharjah	Abudhabi
4-Apr	14-Oct	8-Nov	--
20-Apr	-	-	-
6-May	-	-	-
20-May	-	-	-

E-Learning Code: 6010
Pathway Code: 7024

15. ART OF CROSS SELLING

course type: Class/VILT
course no: 1524

This Course is also available as E-learning

Intermediate | 1 DAY | Customer Retention and Customer Life cyle management team, Relation-ship Managers, ARMs, Customer Service officers, Branch Managers and all banking officials who have either a Cross sell target or an income target

PURPOSE

Cross Selling is a Marketing Strategy that can add significant to each sales value and sustain increase revenue generation over a period of time. Cross sell along with Upsell is a Valuable Customer Retention Strategy.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The Concept of Cross Sell and Upsell*
- *Why Cross Sell – importance and its benefits*
- *The positive relationship between Cross Selling and Customer Retention*
- *Common techniques in Cross Sell and Upsell*
- *The use of technology in Cross selling*

VILT	Dubai	Sharjah	Abudhabi
28-Feb	16-Sep	30-Sep	31-Oct
16-Mar	-	-	-
1-Apr	-	-	-
14-Apr	-	-	-

16. KEY ACCOUNT MANAGEMENT

course type: Class/VILT
course no: 1528

Intermediate | 1 DAY | Open to all based on relevance

PURPOSE

This programme focuses on creating a structure for account management personnel to develop a strategy to manage the critical customer relationships that ensure business success

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *The concept of Key account management and the role of the Key Account Manager*
- *Tools to clearly identify your key accounts and how to segment them for*
- *maximum account management impact*
- *To understand the business opportunities and use cross sell and upselling opportunities*
- *To be able to use techniques for achieving account goals and objectives*
- *To know how to handle an account meeting and the negotiations within it*

VILT	Dubai	Sharjah	Abudhabi
23-Mar	20-May	14-Sep	-
-	-	-	-
-	-	-	-

17. SOCIAL MEDIA AND DIGITAL MARKETING PRACTITIONER'S TRACK

course type: Class/VILT | course no: 1527

Practitioners Track | 1 DAY | Marketing Professionals

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign that has evolved over the time.

With growing power of connected customers, array of social media channels and proliferation of new digital tools, Companies need to plan, implement & integrate their digital strategy with business goals. Digital marketing and social media platforms are the solution to boost visibility of the brand and serve customers effectively in this highly competitive market space.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to develop clear and actionable business objectives for an integrated digital marketing plan*
- *Search Engine Optimization (SEO): Techniques to improve On Page SEO and Off Page SEO*
- *Tools and techniques to generate effective keywords.*
- *Search Engine Marketing: techniques to set up an effective Google Ad for*
- *Tips to set up a cost-effective Social Media Marketing Ad (SMM) Exercise: Set up a Facebook & Instagram Ad.*
- *Google search console & Google analytics- How to analyze different reports, key performance indicators & how to track conversions.*
- *Importance of setting up remarketing list in digital marketing.*
- *Email Marketing: Importance of funnel model*
- *Latest trends in Digital Marketing*

VILT	Dubai	Sharjah	Abudhabi
18-May	29-Sep	-	-
-	-	-	-

18. CLOSING SKILLS

course type: Class/VILT | course no: 1530

Intermediate | 1 DAY | Official involved in sales roles

PURPOSE

This course aims at sharing some of the best practices and techniques program. This course aims at sharing some of the best practices and techniques in sales and closing a transaction successfully.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- *How to ask better questions to add value to customer*
- *How to persuade customers with a structured approach and using psychology*
- *How to handle cases without immediate close?*
- *How to employ a verify of closing techniques depending on the customer's response and the nature of the interaction?*

VILT	Dubai	Sharjah	Abudhabi
16-Feb	-	8-Jun	-
26-May	-	-	-

eibfs

معهد الامارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



since 1983

14

ENGLISH BANKING

BUSINESS COMMUNICATION



www.eibfs.ae

BUSINESS COMMUNICATION

The new blended learning Business Communication category is designed for intermediate to advanced level English-speaking professionals. It aims to help learners develop their language and communication skills to work effectively with clients and colleagues at work. Learners will acquire workplace vocabulary; speaking and presentation skills related to clarity and fluency in formal and informal exchanges; collaboration skills; and the ability to compose common forms of business writing.

Through E-learning content, class discussions, writing practice, collaborative tasks, and presentations, learners will gain the vocabulary as well as the reading, writing, speaking, and listening skills required to communicate successfully at work.

Courses

1. Business writing (Flipped)
2. Writing proposals & reports (Flipped)
3. Communicating across cultures (Flipped)
4. Creating engaging presentations (Flipped)
5. Professional email correspondence (Flipped)
6. Crafting persuasive messages (Flipped)
7. Delivering speeches or presentations (Flipped)



BUSINESS COMMUNICATION

1. BUSINESS WRITING

course type: Flipped | course no: 1529

Specialization | 1 DAY | Junior and Mid Level

PURPOSE
Refine writing skills related to the planning, composing and editing of business documents.

COURSE LEARNING OUTCOMES
- *Plan and compose written messages*
- *Proofread and revise business documents*
- *Compose professional document in small groups*

E-LEARNING CONTENT
- *Introduction to planning and composing content*
- *Compose a business email (peer edited during live session)*

LIVE CLASS CONTENT
- *Introduction to planning and composing content*
- *Compose a business email (peer edited during live session)*

VILT	Dubai	Sharjah	Abudhabi
10-Feb	29-Sep	1-Nov	18-Nov
28-Apr	-	-	-
26-May	-	-	-

2. WRITING PROPOSALS & REPORTS

course type: Flipped | course no: 1318

Specialization | 1 DAY | Junior and Mid Level

PURPOSE
To show you how to write a formal report and how to put together the kind of proposal that often precedes a formal report. Show how to write a progress report.

COURSE LEARNING OUTCOMES
- *Evaluate effectiveness of varied proposals and reports*
- *Create visuals and data displays*
- *Site research sources and other documentation*

E-LEARNING CONTENT
- *Guild lines for creating effective visual and data displays*
- *Analyze data and information for reports*

LIVE CLASS CONTENT
- *Write progress reports*
- *Write formal reports*
- *Write proposals*

VILT	Dubai	Sharjah	Abudhabi
24-Feb	16-Jun	15-Sep	24-Nov
28-Apr	-	-	-
19-May	-	-	-

3. COMMUNICATING ACROSS CULTURES

course type: Flipped | course no: 1315

Specialization | 1 DAY | Junior and Mid Level

PURPOSE
Recognize the complexity of intercultural communication and how to communicate impactfully with colleagues and clients from differing cultural backgrounds.

COURSE LEARNING OUTCOMES
- *Explain differences between high and low context cultures*
- *Analyze cultural dimensions using Hofstede's Theory*
- *Compare and contrast cultural values, beliefs and practices*

E-LEARNING CONTENT
- *Introduction to Hofstede's Theory of high and low context cultures*
- *Describe when culture played a role in a miscommunication at work (case study discussed during live session)*

LIVE CLASS CONTENT
- *Analyze and discuss case studies related to cross cultural communication*
- *Proofread and edit documents lacking cultural competency*

VILT	Dubai	Sharjah	Abudhabi
3-Feb	23-Jun	29-Sep	27-Oct
17-Mar	-	8-Dec	-

4. CREATING ENGAGING PRESENTATIONS USING POWER POINT

course type: Flipped | course no: 1649

Intermediate | 1 DAY | Junior and Mid Level

PURPOSE
Organize and create PowerPoint presentations with appropriate structure and visuals.

COURSE LEARNING OUTCOMES
- *Construct varied purpose statements for oral presentations*
- *Plan and organize structure and strategy for presentations*
- *Choose applicable content and visuals for PowerPoint presentations*

E-LEARNING CONTENT
- *Introduction to purpose statements, organization and structure strategies for PowerPoint presentations*
- *Prepare a focused 5-minute PowerPoint presentation presentation revised during live session*

LIVE CLASS CONTENT
- *Discuss organizational flow and effective visuals*
- *Peer edit PowerPoint presentations*

VILT	Dubai	Sharjah	Abudhabi
27-Jan	1-Sep	20-Oct	10-Nov
17-Feb	-	-	-
3-Mar	-	-	-
14-Apr	-	-	-
5-May	-	-	-

5. PROFESSIONAL EMAIL CORRESPONDENCE

course type: Flipped | course no: 1314

Intermediate | 1 DAY | Open to all based on Relevance

PURPOSE

Improve professional correspondence and business email etiquette through practice and proofreading.

COURSE LEARNING OUTCOMES

- *Distinguish between appropriate and inappropriate email etiquette*
- *Compose emails with formal words, verbs and phrases*
- *Compose positive and negative messages with appropriate technology*

E-LEARNING CONTENT

- *Introduction to formal words, verbs and phrases to use in emails*
- *Compose business email with formal language (revised during live session)*

LIVE CLASS CONTENT

- *Peer edit and revise business emails*
- *Discuss email etiquette and appropriateness of technology when communicating*

VILT	Dubai	Sharjah	Abudhabi
28-Jan	9-Jun	7-Sep	27-Oct
9-Mar	16-Nov	-	-
14-Apr	-	-	-

6. CRAFTING PERSUASIVE MESSAGES FOR MANAGERS

course type: Flipped | course no: 1316

Specialization | 1 DAY | Team Leaders, Managers

PURPOSE

To understand what makes message persuasive and to learn how to develop more persuasive messaging in business settings.

COURSE LEARNING OUTCOMES

- *Compare and contrast differing persuasive strategies*
- *Write persuasive problem-solving messages*
- *Apply varied tone and variety in persuasive messages*

E-LEARNING CONTENT

- *Analyse persuasive situations*
- *Investigate tone in persuasive messages*

LIVE CLASS CONTENT

- *Choosing a persuasive strategy*
- *Make persuasive direct requests*
- *Solving a sample problem*

VILT	Dubai	Sharjah	Abudhabi
3-Feb	19-Oct	8-Dec	-
24-Mar	-	-	-
21-Apr	-	-	-
25-May	-	-	-

7. DELIVERING SPEECHES OR PRESENTATIONS

course type: Flipped | course no: 1317

Intermediate | 1 DAY | Open to all based on Relevance

PURPOSE

Improve ability to deliver engaging and meaningful presentations by practicing effective body language and audience engagement.

COURSE LEARNING OUTCOMES

- *Employ appropriate body language for oral presentations*
- *Plan how to incorporate your audience*
- *Practice giving oral presentations using PowerPoint*

E-LEARNING CONTENT

- *Introduction to effective and ineffective body language for presentations*
- *Prepare a focused 5-minute PowerPoint presentation (presented during live session)*

LIVE CLASS CONTENT

- *Rehearse PowerPoint presentation with effective body language and audience engagement*
- *Receive feedback on impactfulness of presentation*

VILT	Dubai	Sharjah	Abudhabi
28-Jan	23-Jun	15-Sep	13-Oct
7-Feb	17-Nov	5-Dec	-
17-Mar	-	-	-
3-May	-	-	-

8. ENGLISH PUNCTUATION

course type: E-Learning | ELRN Code 6120

Intermediate | Open to all based on requirement

PURPOSE

The purpose of this training is to understand how to use apostrophes and commas correctly in English sentences. It details how to use apostrophes to show contraction and possession, while also explaining how to use commas between independent and dependent clauses.

COURSE TOPICS

- *Utilize apostrophes to show contraction and possession*
- *Apply use of commas with introductory phrases and coordinating conjunctions*
- *Employ commas to show relationship between independent and dependent clauses*

since 1983



15

NATIONAL QUALIFICATIONS

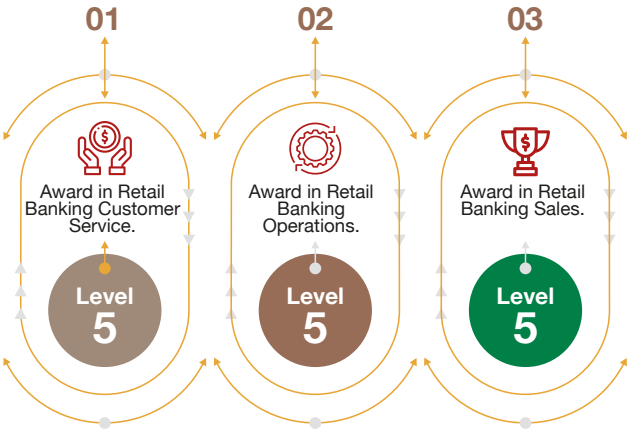
www.eibfs.ae

NATIONAL QUALIFICATIONS

This award aims to provide the knowledge, skills and competencies required for Retail Banking professionals to provide effective retail banking sales and operations services to existing and prospective bank customers. The award also provides learners with an in depth understanding of the technological disruption in the banking sector and the financial regulations and control necessary to effectively deliver products and services that meet the needs of their customers.

CERTIFIED RETAIL BANKER

The "Level 5 Award in Certified Retail Banker" involves the knowledge, skills, and competencies of three National Qualification Awards:



Learners will be required to complete the three awards to achieve the Certified Retail banker qualification. However, they can also choose to take the qualifications individually. All the awards have been designed, developed and verified by RNDC and sub committees of industry experts and have been approved by the National Qualifications Authority.

TARGETED AUDIENCE:

- Individuals aspiring to work in retail bank environment within the sales, service and operations departments.
- Bank employees with up to 5 years work experience retail bank environment within the sales, service and operations departments, who are looking forward to enriching their skills.

PRE REQUISITES:

- Working knowledge of English Language to meet the requirements of the Award.
- Diploma or Bachelor's Degree holders. OR Individuals with 3 years of Banking Experience.

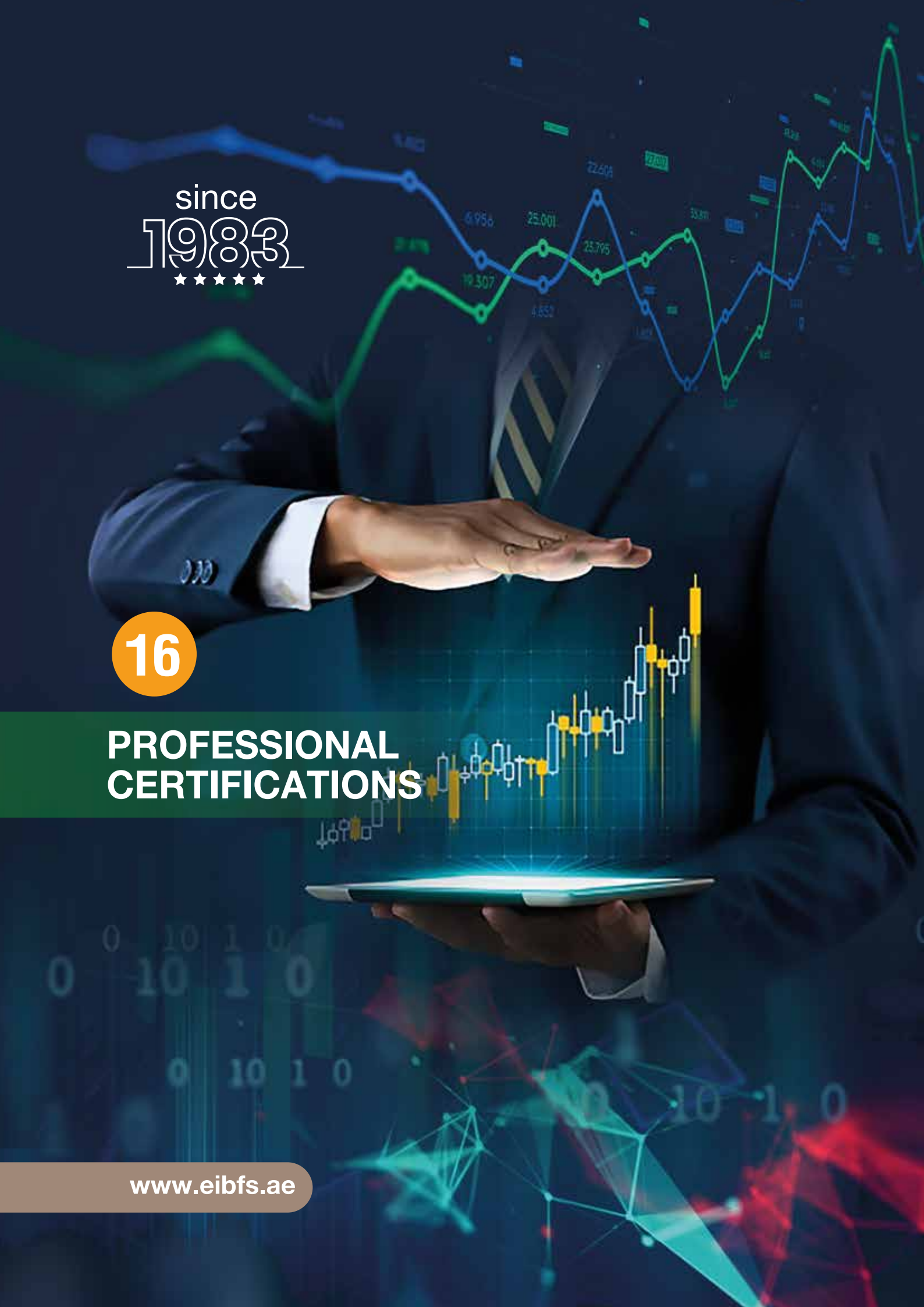
DURATION:

- Program start date: (7 weeks) including Classroom sessions & assessments
- No. of Classroom sessions – 15 days
- No. of Assessment sessions - 7 days (Assessment time may vary for each module. For some modules assessment time could be 1- 2 hrs only).

DURATION:

- Exclusive delivery and assessment methods have been adopted to measure the learning outcomes and performance criteria.
- Job Shadowing, Guest Speakers, Professional discussions, Assignments, Projects and portfolio development are allocated in notional hours.

since
1983



16

PROFESSIONAL CERTIFICATIONS

www.eibfs.ae

PROFESSIONAL CERTIFICATIONS

CERTIFICATE IN BLOCKCHAIN

OVERVIEW

Blockchain technology is creating disruptive changes in the financial services industry. The use cases of Blockchain in the financial services industry include areas like KYC, Compliance, Trade Finance, Investment Banking and much more. EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE.

The learners will develop understanding about the Blockchain technology and its use cases in various domains, thus making them well equipped for future roles.

The successful participants will be awarded the Certificate in Blockchain jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED V0··/per person which includes training, materials and registration costs for the exam.

CERTIFICATE IN FINTECH

OVERVIEW

Financial Technology (FinTech) has disrupted the financial services industry across all levels. The scope and application of fintech includes almost all key areas of banking and financial services industry.

EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE. This certificate program delivered by the experts would discuss the Fintech applications, fintech ecosystem, key technologies driving the change and fintech strategies in their organizations.

The successful participants will be awarded the Certificate in Fintech jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED V0··/per person which includes training, materials & registration costs for the exam.

CERTIFICATE IN DATA ANALYTICS

OVERVIEW

Data is the most important resource in the world. It is perceived as the 'new oil'. Data analytics is emerging as the most trending buzzword in the corporate world given its impact on making effective decisions.

This certificate program will discuss how data analytics can be used for effective decision-making.

The participants will learn through hands on approach how to prepare data, analyze and use it for descriptive, and predictive analytics.

The successful participants will be awarded the Certificate in Data Analytics jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED V0··/per person which includes training, materials and registration costs for the exam.

PROGRAM METHODOLOGY

PRE-COURSE READING
ONE WEEK

CLASSROOM TRAINING
TWO DAYS

POST PROGRAM CASE STUDY WORK
TWO WEEKS

FINAL ASSESSMENT
THE SUCCESSFUL LEARNERS WOULD RECEIVE THE CERTIFICATE JOINTLY FROM EIBFS AND PWC.

CERTIFIED BANKING OPERATION (CBO) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW
This program acquaints participants with an in-depth understanding of various areas that are required for banking professionals such as the knowledge of diverse banking products, operational aspects, and regulatory requirements. This customized international course will create fast track opportunities for an accelerated career in banking.

- Banking Law in UAE
- Banking theory & practice
- Retail and Corporate Banking
- Risk Management
- Business Ethics and Quality Management
- Basic Trade finance

TARGETED AUDIENCE
Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES
Any Bachelor degree or bank experience in 1 year.

DURATION
100 hours, thrice a week (Monday / Tuesday / Wednesday) from 6-9 pm

METHODOLOGY
Illustrations, practice sessions and presentations

INVESTMENT
Dhs: 7500/

CERTIFIED CREDIT MANAGEMENT (CCM) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW
This program provides the opportunity to acquire knowledge and skills required for credit professionals. This program equips an employee to take on the responsibilities of credit management and to accelerate the learning process by empowering participants to think broadly, manage globally and compete strategically.

- Banking Law
- Fundamentals of Accounting
- Financial Statement Analysis
- Corporate Finance
- Bank Lending 1
- Bank Lending 2
- Credit Risk Management
- International Trade finance

TARGETED AUDIENCE
Banking professionals who would like to acquire knowledge in credit management or Employees working in corporate banking, SME & the Retail sectors.

PREREQUISITES
Recommended to have 2 years of relevant banking experience.

DURATION
100 hours

METHODOLOGY
Illustrations, practice sessions and presentations

INVESTMENT
Dhs: 7500/



CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST (CAMS) IN COLLABORATION WITH ACAMS, USA

OVERVIEW

In 2001, ACAMS set out with the mission to establish an international standard for testing the knowledge of those entrusted with the detection and prevention of money laundering. Since its inception, CAMS has become the gold standard in AML certifications and the preparation process strengthens core capacity to combat financial crime and protect the institutions from AML.

- Risks and Methods of Money Laundering and Terrorism Financing
- Money Laundering and Terrorism Financing Methods Recognition of Risks
- Compliance Standards for Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) International Regional AML Compliance Program
- AML / CFT Compliance Program Design in Different Industry Settings Maintenance of an Effective AML / CFT
- Compliance Program
- Conducting or Supporting the Investigation Process
- SAR and STR Filing
- Assistance of Institutional Investigations
- Assistance of Legal and Government Inquiries Domestically and Internationally

TARGETED AUDIENCE

Anti-Money Laundering Officers, Compliance Officers, Government Regulators, Enforcement/Intelligence Agents, Internal & External Auditors, Intelligence Officers, Risk Management Specialists, Attorneys and Certified Public Accountants, Investment Advisors, Real Estate Compliance Specialists and Consultants

PREREQUISITES

2 years' experience related to Anti Money Laundering/ compliance area

DURATION

15 hrs training. 6:00 pm – 9:00 pm. Once a week

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

Dhs: 7500/- (includes Training, 1 year Membership with CAMS, Exam registration & Mock exam)

EIBFS & AAOIFI Certified Islamic Banker

OVERVIEW

Islamic banking and finance has witnessed phenomenal growth during last decade with the UAE developing into a global hub of Shari'ah complaint economy and finance.

As the number of financial institutions offering Islamic products is increasing, there is a pressing need for qualified professionals with in-depth knowledge of Islamic banking transactions and products who can meet the requirements of this growing Islamic finance market.

With the establishment of the HSA, the Higher Shari'ah Authority, the Islamic Banking sector in the UAE is set for transformational changes. The HSA is supervising the implementation of Shari'ah Standards issued by AAOIFI, the Accounting and Auditing Organization for Islamic Financial Institutions. All financial institutions offering Islamic products must be fully complaint of the AAOIFI standards.

The program 'Certified Islamic Banker' aims to develop qualified personnel with strong knowledge of Shari'ah standards, Islamic banking products and operations as well Islamic financial market operations amongst employees across all functional areas to avoid any non-compliance issues.

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand the:

- Key guiding principles of Islamic banking and finance
- Islamic banking VS conventional banking: Main differences in fund management and operations
- Regulatory and Shari'ah framework for Islamic banking and finance institutions
- Overview of the AAOIFI Shari'ah Standards for most used transactions
- Types and structure of Islamic banking products; Liability products, Asset products, corporate banking products; Investment products
- Islamic financial market operations; Islamic stocks, Sukuk, takaful products

MODULE ONE

Islamic banking concepts and operations; AAOIFI Shari'ah Standards for most used transactions

MODULE TWO

Islamic Liability Products and Card Operations

MODULE THREE

Islamic Asset Products

MODULE FOUR

Islamic Corporate/Business and Trade Financing and Working Capital Financing

MODULE FIVE

Islamic Financial Markets and Takaful Operations

PROGRAM INVESTMENT

AED 7500/ person including training, exam fees and certification

CERTIFIED DOCUMENTARY CREDIT SPECIALIST (CDCS) IN COLLABORATION WITH LIBF, UK

OVERVIEW
It is a professional certification that enables documentary credit practitioners to demonstrate specialist knowledge and application of skills required for competent practice.

- Documentary credit – an overview
- The sales agreement
- Documentary credits – types and uses
- Parties to documentary credit transactions roles and responsibilities
- Issuance and amendments
- Transport Documents
- Other documents
- Presentation, examination and settlement
- Bank to bank reimbursements under documentary credits
- Related products
- Risk issues

TARGETED AUDIENCE
People working in trade finance, import / export financing, pre & post shipment financing, international trade financing and working on other documentary credits. Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES
Recommended to have three years documentary credit or related experience

DURATION
50 hours twice a week from 5:30 – 9:00 pm

METHODOLOGY
Illustrations, practice sessions and presentations

INVESTMENT
Dhs: 4500/

FINANCIAL RISK MANAGER FROM GARP, USA (GLOBAL ASSOCIATION OF RISK PROFESSIONALS)

OVERVIEW
Financial Risk Manager (FRM®), set by Global Association of Risk Professionals (GARP), is a globally recognized certification and a benchmark qualification for professionals in the field of risk management. FRM helps in attaining specialized, practical knowledge in the area of risk (financial, operational and enterprise). The designation increases opportunities for professionals who manage risk, money or investments and distinguishes candidates as individuals who are able to master complex real world challenges.

FRM LEVEL I
Fundamental tools and techniques used in risk management and the theories that underlie their use. Specific areas of coverage and their weighting in the FRM Exam Part I

- Foundations of Risk Management
- Quantitative Analysis
- Financial Markets and Products
- Valuation and Risk Models

100 Multiple Choice Questions

FRM LEVEL II
Application of the tools and techniques covered in Part I; deeper study into major areas of risk management. Areas of coverage include:

- Market Risk Measurement and Management Management
- Credit Risk Measurement and Management
- Operational and Integrated Risk Management
- Risk Management and Investment Management Current Issues in Financial Markets

80 Multiple Choice Questions

TARGETED AUDIENCE
Anyone interested to get the title of FRM specially Risk Officers, Portfolio Managers, Senior Risk Analyst, Head of Operations, Investment Bankers Mock exam is yet to be confirmed but in every topic of the syllabus will have practice questions / question bank. For examination participants have to register with GARP directly.

DURATION
80 Hours for Part 1
80 Hours for Part 2

INVESTMENT
Dhs: 8500/-

CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT QUALIFICATIONS (CISI)

OVERVIEW

The Chartered Institute for Securities & Investment (CISI) is the largest and most widely respected professional body for those who work in the securities and investment industry in the UK and in a growing number of financial centers globally. By providing 8 professional qualifications, it will ensure that practitioners in the financial services industry attain the competence they need.

QUALIFICATIONS

LEVEL 3 International Introduction to investment	LEVEL 3 UAE Financial Rules and Regulations	LEVEL 3 Securities
LEVEL 3 Operational Risk in Financial Services	LEVEL 3 Risk in financial Services	LEVEL 3 Global Financial Compliance
LEVEL 3 Fundamentals of Financial Services	LEVEL 3 Islamic Finance Qualification (IFQ)	LEVEL 3 International Certificate in Wealth and Investment Management (ICWIM)

TARGETED AUDIENCE

SCA regulations for Brokers, AML / Compliance Team, Investors, Risk Management officers etc.

INVESTMENT

Based on qualification

CHARTERED FINANCIAL ANALYST (CFA) – LEVEL 1

OVERVIEW

The CFA Program is a globally recognized, graduate level curriculum that provides a strong foundation of real-world investment analysis and portfolio management skills along with the practical knowledge you need in today's investment industry. It also emphasizes the highest ethical and professional standards.

- Ethics and Professional Standards
- Quantitative Methods
- Economics
- Financial Reporting & Analysis
- Portfolio Management
- Equity Investments
- Fixed Income
- Derivatives
- Alternative Investments
- Corporate Finance

TARGETED AUDIENCE

Students entering the investment field or professionals Increasing their expertise & marketability or people making a career change into Investment.

Credit department staff who, already have at least two years of experience in the credit department in banks working with different types of customers.

PREREQUISITES

Good understanding of lending, accounting and financial statements analysis .A pre-assessment will be made to ensure that candidates have the proper background to cope with the program.

DURATION

100 hrs training + 5 days revision classes + mock exam

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 11,500/-

CERTIFICATE IN ISLAMIC BANKING AND FINANCE (CIBF) IN COLLABORATION WITH THE IBFIM, MALAYSIA

OVERVIEW
This is an International Professional Certificate in the domain of Islamic Banking. It covers the following areas:

- Philosophy and fundamentals of Islamic banking and finance
- Application of shari'ah in Islamic finance
- Business ethics and Islamic finance regulatory framework
- Fund management and deposit products in Islamic banks
- Islamic consumer financing
- Islamic corporate/business and trade financing
- Financial accounting and reporting for Islamic banks
- Islamic financial markets and takaful operations

TARGETED AUDIENCE
Professionals working in the banking & financial sector / Islamic finance industry / anyone wishing to enter the Islamic financial services sector

PREREQUISITES
One year's experience in the financial industry or should have graduated or obtained a diploma

DURATION
100 hours, three times a week (Monday/ Tuesday/ Wednesday), 6-9pm

METHODOLOGY
Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT
Dhs: 8000/-

LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

OVERVIEW
Green Belts play a very important in any six sigma project. This certification has been developed to equip the participants with the skills/ competency expected from a green belt. The certification focusses on the basic tools and techniques of the DMAIC (Define, Measure, Analyze, Improve and Control) methodology and how they can be implemented in banking.
The programs is custom designed for bankers and looks at real life examples of how six sigma can be implemented in the banking/financial sphere.

COURSE CONTENT

I. Define Phase
- The Basics of Six Sigma
- The Fundamentals of Six Sigma
- Selecting Lean Six Sigma Projects
- The Lean Enterprise

II. Measure Phase
- Process Definition
- Six Sigma Statistics
- Measurement System Analysis
- Process Capability

III. Analyze Phase
- Patterns of Variation
- Inferential Statistics
- Hypothesis Testing
- Hypothesis Testing with Normal Data
- Hypothesis Testing with Non-Normal Data

IV. Improve Phase
- Simple Linear Regression
- Multiple Regression Analysis

V. Control Phase
- Statistical Process Control (SPC)
- Six Sigma Control Plans

TARGETED AUDIENCE
Upon completion of the program, the participants will be required to pass the IQF exam which is administered online. Participants will also be encouraged to lead and complete one project within 1 year of course completion, coaching for which will be provided by EIBFS faculty.

PREREQUISITES
A basic understanding of quality or Lean six sigma training from EIBFS

METHOD OF DELIVERY
Interactive program based on lectures, case studies.

DURATION
60 hours

TARGETED AUDIENCE
Process managers, Project leaders, Operations managers

1. INTRODUCTION TO PRIMARY MARKETS QUALIFICATION (IPMQ)

SUMMARY

With unprecedented levels of market volatility and uncertainty, the role of primary markets in providing funding has never been more important. With limitations on their capital, banks can no longer play a dominant role in providing finance and the securities markets have increasingly taken up the task of key provider of funds. This qualification offers participants a broad overview of international finance, from the different entities requiring finance to the roles of the banks and securities markets in providing that finance.

LEARNNG OUTCOMES

By completing this course you will be able to:

- Identify the key users and providers of finance in the primary markets and their differing needs
- Understand the key attributes of debt and equity from a primary market perspective, and key concepts of corporate finance such as CAPM and WACC
- Understand the key financing characteristics of the term loan market, the bond markets and equity markets
- Examine the importance of securities investors and basic concepts of modern portfolio theory
- Understand the different methods of underwriting and syndication in the primary markets
- Examine the different methods of distribution and allocation
- Review the key contractual documents in launching an international financing and the key regulations that impact the primary markets

2. INTRODUCTION TO BOND MARKETS QUALIFICATION (IBMQ)

SUMMARY

The Introduction to Bond Market Qualification (IBMQ) is an introductory level programme intended for anyone seeking a sound foundation in the analysis of fixed income securities. The syllabus offers an overview of fixed income market products and participants and explains the key features of fixed income securities including government bonds, corporate bonds and many more. In addition, it provides candidates with the basic quantitative tools they will need to begin analysing fixed income securities.

LEARNNG OUTCOMES

By completing this course you will be able to:

- acquire a sound understanding of the risk and return characteristics of fixed-income securities, including sovereign bonds, investment-grade and high-yield corporate bonds, inflation-linked bonds, securitisations, and covered bonds
- learn how to use and interpret market-standard measures of interest rate risk and credit spreads, as well as how to apply these measures to construct and evaluate trades that express views about the level of interest rates, the shape of the yield curve, and relative value in credit risky bonds
- learn how inflation-linked bonds protect investors from inflation risk and provide opportunities for trading views on expected inflation, and how securitisations and covered bonds expand opportunities for investors while diversifying financing sources for financial institutions
- learn how bonds are issued and traded, and how regulatory changes and technological development are transforming fixed-income markets

eibfs 3. SECURITIES OPERATIONS FOUNDATION QUALIFICATION (SOFQ)

SUMMARY

The Securities Operations Foundation Qualification (SOFQ) is an introductory level programme intended for anyone entering a career in the securities operations area of the financial markets.

The syllabus has been specifically designed to provide the essential information necessary for candidates to develop a thorough understanding of both the debt and equity markets and, in particular, securities operations concepts.

LEARNNG OUTCOMES

By completing this course you will be able to:

- Identify the similarities and differences between equities and bonds
- Demonstrate an understanding of how equities and bonds are brought to the marketplace
- Identify and understand the roles of the major securities market participants
- Recognise the primary components of the securities trade life cycle
- Demonstrate how Operations manages the securities through its various activities
- Identify fundamentals of trade management, including repo and securities lending & borrowing transactions
- Recognise and identify corporate actions

eibfs 4. INTRODUCTION TO GREEN, SOCIAL AND SUSTAINABILITY (GSS) BONDS

SUMMARY

Green bonds which finance projects with environmental benefits have passed the $1trillion dollar milestone for the amount issued since the first ever green bond in 2007. Fast growth in this market sector is driving unprecedented demand for skilled professionals and for targeted training in the fundamentals of the products and the application of the Green and Social Bond Principles, the foundation for green and social bond issuance.

Like the classroom course, our self-study option gives you a deep understanding of the mechanics of green, social and sustainability bonds, taking you from the big picture policy context to introducing the underlying drivers of market development, main product features and regulation. We will talk about the Green and Social Bond Principles, the Sustainability Bond Guidelines and the new Sustainability-Linked Bond Principles and explain how they work in practice, including evaluation and selection of eligible projects for funding, the role of external reviewers and guidance on reporting. The course is illustrated with examples from the market, getting you ready to apply the knowledge at work and includes quiz questions for each module to ensure you're following the content.

LEARNNG OUTCOMES

By completing this course you will be able to:

- Identify recent trends and potential future developments and opportunities for green, social and sustainability bonds
- Discuss why the market matters and how it works
- Understand foundation skills for taking part in the GSS bond market - how and why to align with and apply the Principles, including:
- Benefits of GSS bonds and developing the positioning in your organisation
- Decision-makers: Identifying who is relevant Strategy: Alignment with overall corporate / environmental strategy
- Regulation: The Principles' importance in regulatory trends
- Players: Mapping leading market players Identify principles aligned issuance framework: 4 pillars of GSS bonds
- Define green and social: Types of projects eligible for GSS bonds
- Recognise reporting frameworks: Recommendations and practice in reporting, including allocation and impact reports, and templates offered by the GBP SBP
- Understand external reviews and other services: The role and value-added of service providers, notably external reviews foreseen by the GBP SBP and increasingly by regulators
- Identify perspectives and roles of the key players in the GSS bond market including –regulators, investors, underwriters, issuers, external reviewers including rating agencies, stock exchanges, data and index providers.

eibfs FINANCIAL MARKETS FOUNDATION QUALIFICATION (FMFQ)

SUMMARY

The Financial Markets Foundation Qualification (FMFQ) is an introductory level programme intended for anyone entering a career in the financial markets.
The programme is intended to provide 'breadth of knowledge' to make it relevant to people pursuing careers in the front office, middle office and operations areas. The syllabus content places an even emphasis on introducing and explaining the key concepts of each subject area to develop candidates' practical knowledge and skill sets.

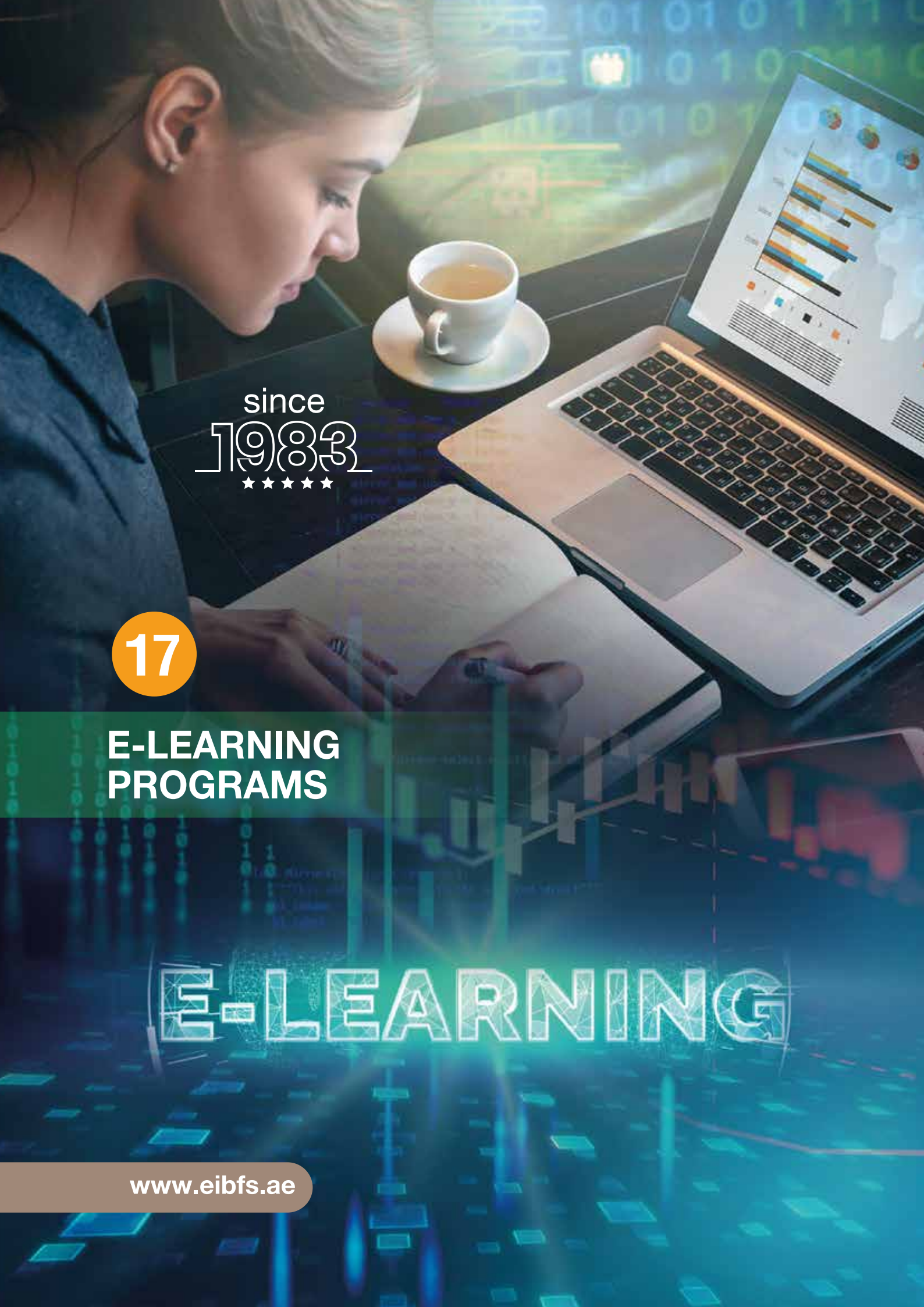
LEARNNG OUTCOMES

By completing this course you will be able to:

- Identify key players in the financial markets including issuers, investors and intermediaries
- Recognise interaction between cash and derivative markets
- Identify key features of both equity and debt products
- Discuss structure of the FX market






since
1983
17
E-LEARNING
PROGRAMS
E-LEARNING
www.eibfs.ae

FINANCIAL MARKETS COURSES

INTUITION

INTRODUCTION TO FINANCIAL MARKETS
» Financial Markets - An Introduction
» Money Markets - An Introduction
» Foreign Exchange (FX) Market - An Introduction
» Bond Markets - An Introduction
» Bond Markets - Issuing & Trading Equity Markets - An Introduction
» Equity Markets - Issuing

BUSINESS OF BANKING
» Banking - Primer
» Business of Investment
» Banking Business of Consumer (Retail) Banking

INSURANCE
» Business of Insurance

UNDERSTANDING THE CORPORATE BANKING BUSINESS
» Corporate Banking - An Introduction Corporate Banking - Marketplace
» Corporate Banking Products - An Introduction Corporate Banking Relationship Managemen - An Introduction
» Corporate Banking Relationship Management in Practice
»
» **INTEREST RATE MATHEMATICS**
» Interest Calculations Day Count Conventions
» Interest Calculations - Scenario Present Value & Future Value Annuities & Perpetuities
» Time Value of Money - Scenario NPV & IRR
» NPV & IRR - Scenario

BUILDING BLOCKS
» Probability
» Distributions & Hypothesis Testing Estimating Volatility
» Correlation & Regression Analysis Calculus
» Calculus
» Indices, Exponents, Logs, & Geometric Series

BUILDING BLOCKS IN EXCEL
» Logs - Excel Interactive
» Mean, Median, & Mode - Excel Interactive
» Volatility - Excel Interactive
» Normal Distribution - Excel Interactive
» Skewness & Kurtosis - Excel Interactive
» Correlation & Covariance - Excel Interactive
» Regression Analysis - Excel Interactive

EXCEL TECHNIQUES
» Menus & Shortcut Basics - Excel Interactive Formulas & Calculation Functions (Part 1) - Excel Interactive
» Formulas & Calculation Functions (Part 2) - Excel Interactive
» Naming & Referencing Cells - Excel Interactive Formatting Basics - Excel Interactive
» Pivot Tables - Excel Interactive Lookup Functions - Excel Interactive
» Conditional Statements - Excel Interactive (New)
» Conditional Formatting - Excel Interactive (New

MONEY MARKETS
» Interbank Market
» Interest Rates & Benchmarks
» Money Market Securities - An Introduction Money Market Securities - Pricing Repurchase Agreements (Repos)
» Money Market Funds
» Bank Funding & Position Management Money Market Trading - Scenario

FOREIGN EXCHANGE
» The Foreign Exchange Business FX Spot Market - An Introduction FX Spot Market - Trading
» FX Forward Market - An Introduction
» FX Forward Market - Calculating Swap/ Forward Points & Cross Rates
» FX Forward Market - Uses of Outrights & FX Swaps
» FX Forward Market - Short-Dated Outrights & FX Swaps FX Forward Market - Cross-Currency Borrowing & Investing
» FX Forward Market - FX Swap Trading
» FX Forward Market - Non-Deliverable Forwards (NDFs)
» Foreign Exchange - Factors Influencing Exchange Rates
» FX Swaps & Outrights - Scenario
»
EQUITY VALUATION & ANALYSIS
» Equity Valuation - An Introduction Industry & Company Analysis Equity Returns Analysis
» Equity Valuation - DCF Models Equity Valuation - Other Methods

EQUITY TRADING
» Equity Trading - An Introduction Equity Indices
» Equity Trading - Technical vs. Fundamental Trading
» Equity Trading Strategies
» Equity Hedging Dark Pools Algorithmic Trading
» High Frequency Trading (HFT)

EQUITY MARKETS
» US Equity Market UK Equity Market
» European Equity Market
» Japanese Equity Market
» Hong Kong Equity Market
» Singapore Equity Market
» Canadian Equity Market

FIXED INCOME ANALYSIS
» Fixed Income Analysis - An Introduction
» Bond Prices & Yields - Excel Interactive
» Yield Curves - An Introduction
» Yield Curves - Construction
» Yield Curves - Excel Interactive
» Zero-Coupon Securities Duration Analysis
» Convexity Analysis
» Fixed Income Analysis - Credit Risk
» High Yield Debt
» Floating Rate Notes (FRNs)
» FRN Structures (New)
» Option-Linked Securities
» Inflation-Linked Securities
» Fixed Income Derivatives

FIXED INCOME STRATEGIES
» Bond Strategies - Fundamentals Relative Value Trading - An Introduction
» Relative Value Trading - Strategies & Risks
» Bond Hedging with Options
» Bond Hedging with Swaps
»
BOND MARKETS
» US Bond Market
» UK Bond Market
» European Bond Market
» Japanese Bond Market
» Canadian Bond Market
» Eurobonds - An Introduction
» Eurobonds - Issuing & Investing

MUNICIPAL BONDS (US)
» Municipal Bonds (US) - An Introduction Municipal Bonds (US) - Types Municipal Bonds (US) - Investing
» Municipal Bonds (US) - Primary & Secondary Markets

INTRODUCTION TO DERIVATIVES DERIVATIVES
» An Introduction Derivatives - Markets
» Forwards & Futures - An Introduction
» Swaps - An Introduction
» Options - An Introduction
» Derivatives Applications - Scenario

FORWARDS & FUTURES
» Forwards & Futures - Pricing Futures Markets
» Forwards & Futures - Hedging (Part I) Forwards & Futures - Hedging (Part II) Forwards & Futures - Trading
» Money Market Futures
» Bond Futures
» Bond Futures
» Basis Basis Trading
»
OPTIONS
» Option Valuation - An Introduction Option Valuation - Key Concepts
» Option Valuation - Sensitivities & Outcomes Option Valuation - Future Asset Prices & Volatility
» Option Valuation - Black-Scholes-Merton
» Option Valuation - American Options
» Option Valuation - Binomial Techniques
» Option Valuation - Monte Carlo Methods
» Option Greeks - Measuring Delta & Gamma
» Option Greeks - Using Delta & Gamma Option Greeks - Vega, Theta, & Rho
» Option Greeks - Second-Order Sensitivities
» Option Trading - Combination Strategies
» Option Trading - Spread Strategies
» Option Trading - Managing an Options Portfolio
»
INTEREST RATE & FX OPTIONS
» Caps & Floors - An Introduction Caps & Floors - Pricing
» Caps & Floors - Chooser & Double-Strike Structures Swaptions
» Bermudan Swaptions Interest Rate Volatility

» Options - Managing an Interest Rate Option Book
» FX Option Trading

EXOTIC OPTIONS
» Options - Exotic Options Options - Barrier Options Options - Average Rate Options
» Options - Basket & Spread Options - An Introduction
» Options - Basket Options - Evaluation & Evolution

SWAPS
» Swaps - Applications
» Swaps Applications for Corporates - Scenario
» Swaps Applications for Institutional Investors - Scenario Swaps - Impact of the Financial Crisis
» Swaps - Clearing
» Swaps - Documentation
» Swaps - Key Valuation Concepts
» Swaps - Cash Flows & Structures
» Swaps - Indices & Curves
» Swaps - Pricing
» Swaps - Bootstrapping Zero Curves
» Swaps - Sensitivities & Risk Management
» Swaps - Basis Swaps
» Swaps - Currency Swaps
» Swaps - Overnight Index Swaps (OIS)
» Swaps - Asset Swaps
» Swaps - CSAs & Collateral Swaps - Exotic
» Structures Swaps - Book Management

EQUITY DERIVATIVES
» Equity Derivatives - An Introduction Equity Options & Warrants
» Equity Index Futures & Options Equity Swaps

CONTRACTS FOR DIFFERENCE
» Contracts for Difference (CFDs)

HYBRID SECURITIES
» Convertibles - An Introduction
» Convertibles - Valuation
» Contingent Convertibles (CoCos)
» Credit Derivatives
» Credit Derivatives - An Introduction
» Credit Derivatives - Single-Name CDS
» Credit Derivatives - CDS Indices Credit Derivatives - CDS Valuation
» Credit Derivatives - CDS Documentation & Settlement Credit Derivatives - Variations
» CDS Relative Value Trading - Scenario

SECURITIZATION
» Securitization - An Introduction
» Securitization - Mortgage-Backed
» Securities (MBS) Securitization - European Mortgage-Backed Securities
» Securitization - Commercial Mortgage-Backed Securities
» Securitization - Asset-Backed
» Securities (ABS) Securitization - Credit Card ABS
» Securitization - CDOs - An Introduction Securitization - CDOs - Structures & Ratings

CORPORATE FINANCE
» Corporate Finance - An Introduction
» Corporate Finance - Capital Structure & Liquidity Corporate Finance - Cost of Capital
» Corporate Finance - Raising Capital
» Corporate Finance - Project Appraisal & Capital Budgeting
» Corporate Finance - Measuring Business Performance
» Corporate Finance - Payout Policy
» Mergers & Acquisitions (M&A) - An Introduction Mergers & Acquisitions (M&A) - Analysis Corporate Finance - Scenario
»

FINANCIAL STATEMENT ANALYSIS
» Accounting - An Introduction Accounting Mechanics - Scenario
» Balance Sheet - An Introduction Balance Sheet - Analysis
» Income Statement - An Introduction
» Income Statement - Analysis
» Statement of Cash Flows - An Introduction
» Statement of Cash Flows - Analysis
» Three-Statement Modeling

CORPORATE VALUATION
» Corporate Valuation - An Introduction
» Corporate Valuation - Trading Comparables
» Corporate Valuation - Transaction Comparables
» Corporate Valuation - DCF Analysis
» Corporate Valuation - LBO Analysis
» LBO Model Building - Excel Interactive
» Corporate Valuation - Merger Analysis
» Merger Model Building - Excel Interactive

BANK ALM & TREASURY MANAGEMENT
» Bank Balance Sheets
» ALM & Treasury Management - An Introduction ALM - Strategic ALM
» ALM - Tools & Techniques
» ALM & Treasury Operations
» Treasury Cash Management - Scenario
»

BANKING RISK MANAGEMENT
» Risk - Primer
» Risk Management - An Introduction
» Risk Management - Risk Types & Measurement Risk Management - Risk Modeling
» Risk Management - Business Strategy & Risk Decision-Making
» Risk Management - Tools & Techniques
» Stress Testing - An Introduction
» Stress Testing in Practice
» Risk Management - Reporting

MARKET RISK MANAGEMENT
» Market Risk - An Introduction
» Market Risk - Measurement
» Market Risk - Management
» VaR & Expected Shortfall - An Introduction
» VaR & Expected Shortfall - Measurement
»

INTEREST RATE RISK MANAGEMENT
» Interest Rate Risk - An Introduction
» Interest Rate Risk - Measurement Interest Rate Risk - Management
» Liquidity Risk Management
» Liquidity Risk - An Introduction
» Liquidity Risk - Measurement
» Liquidity Risk - Management
»

COUNTERPARTY CREDIT RISK MANAGEMENT
» Counterparty Credit Risk (CCR) - An Introduction Counterparty Credit Risk (CCR) - Measurement]
» Counterparty Credit Risk (CCR) - Management

OPERATIONAL RISK MANAGEMENT
» Operational Risk - An Introduction Operational Risk - Measurement & Reporting
» Operational Risk Management - Tools & Techniques Operational
» Risk Management - Developments & Emerging Risks

INTRODUCTION TO CREDIT RISK
» Credit Risk - An Introduction Credit Risk - Types
» Credit Risk - Measurement & Capital Requirements Credit Risk - Lessons from the Financial Crisis

CREDIT RISK MANAGEMENT
» Credit Risk Management - An Introduction
» Credit Risk Management - Framework
» Credit Risk Management - Stakeholders
» Credit Risk Management - Strategic & Business Unit Management
» Credit Risk Management - Credit Culture
» Credit Risk Management - Risk/Reward
» Credit Risk Management - Data & Reporting

CREDIT RISK APPETITE
» Credit Risk Appetite - An Introduction
» Credit Risk Appetite - Customer & Industry Risk Credit Risk Appetite - Product & Country Risk
» Credit Risk Measurement
» Credit Risk Measurement - An Introduction
» Credit Risk Measurement - PD & Risk Rating Credit Risk Measurement - EAD & LGD
» Credit Risk Measurement - Capital Calculations Credit Risk Measurement - Models

CREDIT RISK CUSTOMER MANAGEMENT
» Credit Risk Customer Management - An Introduction
» Credit Risk Customer Management - Credit Facilities
» Credit Risk Customer Management - Structuring Credit Facilities
» Credit Risk Customer Management - Covenants & Credit Decisions

CREDIT ANALYSIS
» Credit Analysis - An Introduction
» Credit Analysis - Balance Sheet Analysis
» Credit Analysis - Income Statement Analysis
» Credit Analysis - Cash Flow Analysis
» Credit Analysis - Performance & Other Measures Credit Analysis - Forecasting
» Credit Analysis - Other Factors Credit

ANALYSIS - SCENARIO
» Credit Risk Mitigation
» Credit Risk Mitigation - An Introduction
» Credit Risk Mitigation - Collateralization
» Credit Risk Mitigation - Other Types of Mitigant
» Credit Risk Mitigation - Management & Realization

PROBLEM CREDIT MANAGEMENT
» Problem Credit Management - An Introduction
» Problem Credit Management - Early Stage Problem Credits
» Problem Credit Management - Late Stage Problem Credits
» Problem
» Credit Management - Accounting for Problem Credits

CORPORATE BANKING PRODUCTS (CREDIT)
» Corporate Banking Products - Short-Term Finance
» Corporate Banking Products - Accounts Receivable Finance
» Corporate Banking Products - Term Finance
» Corporate Banking Products - Asset-Based Finance
» Corporate Banking Products - Trade Finance
» Corporate Banking Products - Syndicated Lending

CORPORATE BANKING PRODUCTS (NONCREDIT)
» Corporate Banking Products - Cash
» Management
» Corporate Banking Products - Payments
» Corporate Banking Products - Risk Management
» Corporate Banking & Interest Rate Risk - Scenario
» Corporate Banking Products - Advisory & Other Services
» Project Finance
» Project Finance - An Introduction Project Finance - Deal Structuring

PROJECT FINANCE
» Project Finance - An Introduction
» Project Finance - Deal Structuring

TRADE FINANCE
» Trade Finance - An Introduction (New) Open Account Trading (New) Documentary Collections (New)
» Letters of Credit - An Introduction (New)
» Letters of Credit in Practice (New)
» Uniform Customs & UCP 600 (New)
» Bond & Guarantees (New)
» Export & Import Finance (New)
» Export Credit Agencies (ECAs) (New)
» Structured Trade & Commodity Finance (New)
» Trade Finance Documentation & Incoterms (New)

LOAN TRADING
» Loan Trading

LIFE OF A TRADE
» Life of a Trade - An Introduction
» Life of a Trade - Pre-Trade
» Life of a Trade - Execution
» Life of a Trade - Clearing & Settlement
» Life of a Trade - Ongoing Position & Risk Management
» Life of a Trade - Scenario

CUSTODY & FUND SERVICES
» Custody - An Introduction
» Corporate Actions - An Introduction
» Corporate Actions - Types
» Shareholder Servicing
» Fund Types & Structures
» Fund Administration Fund Valuation

PRIME BROKERAGE
» Prime Brokerage - An Introduction
» Prime Brokerage - The Prime Broker's Viewpoint
» Prime Brokerage - The Institution's Viewpoint

COMMODITIES
» Commodities - An Introduction
» Commodities - Trading
» Commodities - Gold & Other Precious Metals
» Commodities - Oil
» Commodities - Natural Gas
» Commodities - Coal
» Commodities - Electricity
» Commodities - Non-Ferrous Metals
» Commodities - Ferrous Metals
» Commodities - Grains & Oilseeds
» Commodities - Livestock
» Commodities - Softs
» Commodities - Emissions

GLOBAL FINANCIAL REGULATION
» Financial Regulation - An Introduction
» Financial Authorities (US)
» Financial Authorities (UK) - PRA & FCA
» Financial Authorities (UK) - Bank of England
» Financial Authorities (Europe) - ECB
» Financial Authorities (Europe) - ESFS
» Financial Authorities (Japan)
» Financial Authorities (Hong Kong)
» Financial Authorities (Singapore)
» Financial Authorities (China)

BASEL FRAMEWORK
» Basel III - An Introduction
» Basel III - Pillar 1 & Capital Adequacy
» Basel III - Measurement Approaches
» Basel III - Liquidity & Leverage
» Basel III - Pillar 2 & ICAAP
» Basel III - Pillar 3 & Risk Reporting

US REGULATION
» Dodd-Frank Act - An Overview FATCA

EUROPEAN REGULATION
» MiFID II/MiFIR - Primer
» MiFID II/MiFIR - Key Requirements EMIR (New)
» UCITS
» AIFM Directive

ISLAMIC BANKING & FINANCE
» Islamic Banking & Finance - An Introduction
» Islamic Banking & Finance - Financial Instruments Islamic Money & Capital Markets
» Sukuk Market
» Islamic Banking & Finance - Wealth Management

ECONOMIC ANALYSIS
» Economic Indicators - An Introduction
» GDP - An Introduction (New)
» GDP Indicators (New)
» Business Cycles - An Introduction (New)
» Business Cycle Indicators (New)
» Inflation - An Introduction (New)
» Inflation Indicators (New)
» Employment & Unemployment - An Introduction (New)
» Labor Market Indicators (New)
» Trade Indicators (New)
» Monetary Policy Analysis Fiscal Policy Analysis (New)

STRUCTURED PRODUCTS
» Structured Products - An Introduction (New)
» Structured Products - Components & Types (New)
» Structured Products - Valuation & Analysis (New)
» Structured Products - Risks & Sensitivities (New)
» Structured Products - Examples & Cases (New)

TECHNICAL ANALYSIS
» Technical Analysis - An Introduction
» Technical Analysis - Fibonacci Analysis & Elliot Wave Theory
» Technical Analysis - Trend-Following Strategies
» Technical Analysis - Mean-Reverting Strategies Technical Analysis - Other Strategies

INTRODUCTION TO ASSET MANAGEMENT
» Investment - An Introduction
» Asset Management - An Introduction

PORTFOLIO THEORY & PRACTICE
» Risk & Return - An Introduction
» Risk & Return - Portfolios
» Risk & Return - Efficient & Optimal Portfolios Capital Asset Pricing Model (CAPM)
» APT & Factor Models
» Factor-Based Investing - Primer
» Efficient Markets
» Portfolio Management - Passive vs. Active
» Approaches Portfolio Management - Behavioral Theory
» Portfolio Performance - Measures
» Portfolio Performance - Attribution Analysis

ASSET ALLOCATION & PORTFOLIO CONSTRUCTION
» Asset Allocation - An Introduction Strategic Asset Allocation (SAA)
» Tactical Asset Allocation (TAA)
» Asset Allocation - Scenario Investment Policy Statements

ASSET CLASSES
» Asset Classes - Primer
» Asset Classes & Investing
» Asset Classes - Types

UNDERSTANDING PRIVATE WEALTH MANAGEMENT BUSINESS
» Private Wealth Management - An Introduction
» Private Wealth Management - Clients
» Private Wealth Management - Ultra-HNWIs & Family Offices
» Private Wealth Management - Client Investment & Wealth Allocation
» Private Wealth Management - Client Acquisition & Relationship Management
» Private Wealth Management - Becoming a Trusted Advisor
» Private Wealth Management - Behavioral Finance
» Private Wealth Management - Compliance Considerations

PRIVATE WEALTH MANAGEMENT PRODUCTS & SERVICES
» Private Wealth Management - Banking & Deposit Services
» Private Wealth Management - Credit & Lending Services
» Private Wealth Management - Investment Services
» Private Wealth Management - Alternative Investments
» Private Wealth Management - Financial Planning
» Private Wealth Management - Estate Planning

» Private Wealth Management - Scenario

EXCHANGE-TRADED FUNDS (ETFS)
» Exchange-Traded Funds (ETFs) - An Introduction
» Exchange-Traded Funds (ETFs) - Types
» Smart Beta - Primer
»

INVESTMENT COMPANIES (US)
» Mutual Funds (US) - An Introduction
» Mutual Funds (US) - Investing Mutual Funds (US) - Types
» Closed-End Funds (US)
» Unit Investment Trusts (US)

COLLECTIVE INVESTMENT SCHEMES (UK)
» Collective Investment Schemes (UK)

ALTERNATIVE ASSETS
» Alternative Assets - An Introduction
» Liquid Alternatives

HEDGE FUNDS
» Hedge Funds - An Introduction
» Hedge Funds - Investing
» Hedge Funds - Strategies

PRIVATE EQUITY
» Private Equity - An Introduction
» Private Equity - Investing

REAL ESTATE
» Real Estate - An Introduction
» Real Estate - Investing
» Real Estate - Valuation

FINANCIAL MANAGEMENT
» Budgeting
» Working Capital Management Cash Management
» Credit Management
» Financial Planning & Modeling
» Financial Management - Scenario

EMERGING MARKETS
» Emerging Markets - An Introduction
» Emerging Markets - China
» Securities Lending
» Securities Lending - An Introduction
» Securities Lending - Collateral & Risk Management

SECURITIES LENDING
» Securities Lending - An Introduction
» Securities Lending - Collateral & Risk Management

TRANSACTION BANKING
» Transaction Banking - An Introduction
» Transaction Banking - Payments Services
» Transaction Banking - Cash Management
» Services Transaction Banking - Regulatory Influences

CORPORATE GOVERNANCE
» Corporate Governance - An Introduction
» Corporate Social Responsibility (CSR) - An Introduction

SOCIALLY RESPONSIBLE INVESTING (SRI)
» Socially Responsible Investing (SRI) - An Introduction Green Investing - An Introduction

GLOBAL FINANCIAL CRISIS
» The Financial Crisis

OTHER COURSES (OPTIONAL)

FINTECH
» Bitcoin & Blockchain
» Blockchain Structure & Security
» Smart Contracts & Blockchain Applications
» Cryptocurrencies & Initial Coin Offerings (ICOs)
» Data Analytics
» Robotic Process Automation (RPA)
» Artificial Intelligence (AI)
» Robo-Advice
» Internet of Things (IoT)
» Enterprise Resource Planning (ERP)

CONSUMER (RETAIL) BANKING
» Consumer Banking - An Introduction
» Consumer Banking - Products Branch Banking
» Banking Channel Management Consumer
» Banking - Marketing Consumer Banking - Selling
» Consumer Banking - Customer Service
» Consumer Payments - An Introduction
» Advanced Payment Methods
» Card Issuing - An Introduction
» Cards & Payments - Merchant Acquiring
» Cards - Marketing

DODD-FRANK ACT
» Dodd-Frank Act - New Offices Created
» Dodd-Frank Act - Capital Requirements & Prudential Standards
» Dodd-Frank Act - The Volcker Rule
» Dodd-Frank Act - Registration Requirement for Advisers to Private Investment Funds
» Dodd-Frank Act - Credit Rating Agencies Dodd-Frank Act - Securitization
» Dodd-Frank Act - OTC Derivatives

UK COMPLIANCE
» UK Anti-Money Laundering (AML)
» UK Conduct Regime
» UK Individual Accountability Regime (IAR) - Certified Persons
» UK Market Abuse UK Cybersecurity
» UK Anti-Bribery & Corruption (ABC)
» UK CASS Regime

OTHER REGULATION/COMPLIANCE
» US Anti-Money Laundering (AML)
» Foreign Corrupt Practices Act (FCPA)
» Singapore Anti-Money Laundering (AML)
» Hong Kong Anti-Money Laundering (AML) (Updated)
» UAE Anti-Money Laundering (AML)
» Ireland Anti-Money Laundering (AML)
» Ireland Anti-Bribery & Corruption (ABC) (New)
» Market Abuse (Ireland) (New)
» Market Abuse (Europe) (New)
» GDPR
» Solvency II
» Anti-Bribery & Corruption (ABC) in Asia Combating Rogue Trading

For more information, please contact your local regional office.

PROFESSIONAL SKILLS

AWARENESS
» Sexual Harassment - Recognize, Respond, Respect Sexual Harassment (NY) - Recognize, Respond, Respect (New)
» Diversity - Including Everyone (New)
» Bullying - Challenging Intimidation in the Workplace (New)
» Equality at Work - Treating Everyone Fairly (New)
» Health & Safety in the Workplace (New)

THE EFFECTIVE MANAGER
» Effective Decision Making
» Effective Objective Setting**
» Effective Delegation
» Effective Motivation**
» Effective Coaching**
» Effective Management of Change**
» Effective Team Building**
» Effective Team Leadership Managing Problem Performance
» Effective Time Management**
» Effective Meetings
» Effective Communications

** These tutorials are also available to purchase in Spanish (Colombian/ Argentinian), Portuguese (Brazilian), Dutch, and Italian.

PROJECT MANAGEMENT FUNDAMENTALS
» Overview of Project Management
» Initiating a Project
» Planning Project Scope
» Planning Project Activities
» Planning Project Costs
» Executing a Project
» Controlling a Project
» Closing a Project

PROJECT MANAGEMENT PROFESSIONAL
» Integration Management
» Scope Management
» Time Management I
» Time Management II
» Cost Management
» Quality Management
» Human Resources Management
» Communications Management
» Risk Management
» Procurement Management

SALES SKILLS
» Sales - Prospecting
» Sales - Selling Value
» Sales - Building Rapport & Call Introduction
» Sales - Developing a Sales Solution
» Sales - Selling the Benefits
» Sales - Closing & Negotiating
» Sales - After the Sale
» Sales - Client Needs & the Sales Cycle







since
1983

18

ACADEMIC PROGRAMS



www.eibfs.ae

ACADEMIC PROGRAMS

1. BSc -Banking & Finance
2. BSc Banking & Finance Accounting Specialization
3. Diploma in Banking
4. Diploma in Islamic Banking





1. BSc BANKING & FINANCE

The Bachelors of Science in Banking & Finance introduces students to the fundamentals of Banking & Finance and provides them with the skills necessary for a broad understanding of the theoretical and practical aspects of the banking & finance sectors within a global economy characterized by continuous development, innovation, competition and change. The Bachelor of Science in Banking & Finance is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

2. BSc BANKING & FINANCE ACCOUNTING SPECIALIZATION

The Bachelor of Science (BSc) in Banking & Finance Accounting Specialization prepares students for success in various accounting careers in corporate accounting, public accounting, governmental accounting, & not-for-profit accounting. Students gain the theoretical knowledge, practical skills, and research skills needed to address complex accounting issues. The Bachelor of Science in Banking & Finance Accounting Specialization is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

3. DIPLOMA IN BANKING

The Diploma in Banking program is the first ever program in the UAE to focus on helping aspiring and existing bankers to improve their knowledge of banking operations and enhance their qualifications. With many diploma graduates employed in the banking sector already, this program continues to be at the forefront of professional education and development in the banking sector. The Banking Diploma is a 60 credit hour, 2-year program; accredited by the Ministry of Higher Education & Scientific Research.

4. DIPLOMA IN ISLAMIC BANKING

The Diploma in Islamic Banking is the first of its kind in the region and caters the imperative requirement of the fast growing Islamic Finance industry. With around 20% of the UAE banking operations being offered by islamic financial institutions, the program provides expertise and skills in Islamic banking products and operations. The Islamic Banking Diploma is a 60 credit hour, 2 year program; both locally and internationally accredited by the Ministry of Higher Education & Scientific Research in UAE and Finance Accreditation Agency (FAA) in Malaysia.

PRIFYSGOL BANGOR

OPPORTUNITY TO STUDY IN UK

3 + 1

EIBFS **BANGOR UNIVERSITY**

EIBFS collaborates with Bangor Business School at Bangor University, a leading academic institution in UK.
Bangor University is consistently ranked as one of the top 25 institutions in the world for Banking research (RePEc, as of May 2017).

By partnering with Bangor University, EIBFS provides the opportunity to progress on to Bangor Business School's bachelors program and obtain a UK university degree as well as EIBFS. Students completing specified programmes in EIBFS will be accepted on to the final year of degree programmes in Bangor University. On successful completion of their study at Bangor University, students will be awarded the appropriate Bachelor honors degree, which is the same degree awarded to UK students.

Admission Requirements
An attested copy of the UAE High School Certificate or its equivalent - minimum score of 60%.
Original school, college, university transcripts
An original copy of IELTS (5.0) , TOEFL (173 CBT or 61 IBT) or EMSAT (1100) score
A photocopy of a valid passport / UAE ID card
Four recent passport size photographs
Registration Fee AED 500 (non-refundable)
EIBFS offers IELTS coaching classes to students who have not met the above requirements and classes take place in the first year of the Diploma.
The applicant must take a Placement Exam and pass a personal interview at the Institute.

FEE STRUCTURE FOR THE ACADEMIC PROGRAMS

Fees Structure for the Bachelor Programs:

Bachelor Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	40	95,000	2,375	114,000	2,850

Fees Structure for 3+1 Bachelor's Degree. (In collaboration with Bangor University)

Fee Structure	Members/Bankers UAE/GCC Nationals	Non UAE Nationals
Total Program Fee	AED 158,250	AED 163,950

Fees Structure for the Diploma Programs:

Diploma Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE/GCC Nationals	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	20	29,160	1,458	36,000	1,800

Registration Fee = AED 500 + 2000 Advance tuition fee.

IELTS Fees:

First Semester	6 classes per week + exam	AED 3500
Second Semester	4 classes per week	AED 2600



eibfs

معهد الإمارات للدراسات المصرفية والمالية

Emirates Institute for Banking and Financial Studies

since 1983

19

LEADERSHIP PROGRAMS

www.eibfs.ae

EIBFS 'LEADER' FRAMEWORK

TARGET AUDIENCE

- This a program for Individuals who have at least 3 year managerial exposure.
- Completion of all the modules lead to the EIBFS – Certified Professional LEADER "Award." (This can be done over a period of two years)
- Potential Titles of Eligible candidates – Manager / Senior Manager / Assistant Vice President / Team Leader / Lead / Vice President / Head etc.

PROGRAM STRUCTURE

2 DAY

MODULE - 1

Lead people understanding the Self

PURPOSE

- Self-awareness helps every leader to play to his or her strengths and understanding who we are, and our self-awareness allows us to better understand what other people need most:
- Learning to Learn as a Leader. To apply the Transformative Power of Listening as a Leader.

2 DAY

MODULE - 2

Empower and empathize as a leader

PURPOSE

- Provide leaders with the tools to empower people on a team.
- To understand what is the disconnect that is going to happen in empowerment?
- Create a Map of Empathy as a leader to keep your people in the center. Enhance the transformative power of compassion and a culture of empowerment to advance human development as a leader.

2 DAY

MODULE - 3

Agile, approachable, and authentic people leader

PURPOSE

- Modern leaders are required to learn and apply the prin- ciples and practices of agile leadership.
- Accomplished leaders strive to develop Agile practices through role modeling, developing a shared understanding and co creating vision as leaders. This requires learning how to bring an authentic self to lead with trust.

2 DAY

MODULE - 4

Driven by purpose leaders delivering decisive results

PURPOSE

- The clear purpose is one of leaders' key competencies. A leader who uses purpose as a lens for all activities unites the team for action.
- How can leadership lead a team today to results focused on purpose? Learn how, in times of crisis, Purpose will help.

2 DAY

MODULE - 5

Energize people for excellence through ethical leadership

PURPOSE

- Mobilize the energy of my people and teams?
- Interaction with a leader can lead to positive or negative energy, allowing for the exploration of Positive and Negative Emotional Attractors. Understanding Motivators and Demotivators as well as the power of vision and values Keep Score
- Measure in an objective, constructive and non-threatening manner.

2 DAY

MODULE - 6

Reflective Practitioner, Respective Role Model managing Risk and Resource

PURPOSE

- Why is reflective leadership the key to leadership practice? Why does self-reflection matter?
- Apply reflective practices to respectfully link behaviour to outcome. Leading the way in describing, informing, confronting, and reconstructing mental models.
- Allow the culture to speak up respectfully and learn the seven practices to lead as a respectful leader and role model.



UNIVERSITY OF OXFORD

Saïd Business School

eibfs









STRATEGIC LEADESHIP IN THE ERA OF DISRUPTION

eibfs

UNIVERSITY OF OXFORD

COURSE HIGHLIGHTS

This is a two weeks residential program at University of Oxford that aims at developing leaders who can lead businesses in the disruptive era. This is a unique program which focuses on three overarching themes of industry disruption, strategic focus and leadership. This course assumes special significance at a time when the banking industry is characterized by digital disruption, cost pressures, mergers etc. This program comes with the Oxford Business Alumni benefits.

COURSE HIGHLIGHTS

- How to develop the 'mind of a strategist in a disrupted industry'.
- How to develop strategic competence of leaders such as strategic alignment, understanding technology disruption, and balancing competing strategic demands.
- How to focus on important leadership competencies such as aligning operations and people with strategy,
- How to lead change and innovation in your organization.

TARGET AUDIENCE

This course is targeted at business heads or candidates who are being groomed for such roles in the future.

DURATION

2 weeks Residential at Oxford University delivered by the world class Oxford Faculty.

DIGITAL TRANSFORMATION LEADERSHIP

eibfs

INSEAD The Business School for the World

IBS معهد الدراسات المصرفية INSTITUTE OF BANKING STUDIES

COURSE HIGHLIGHTS

Digital technologies and digital trends have become the core of almost every industry. The key drivers like new channels & touch points, new devices, diverse data, smart data, new competitors, social networks & social media, augmented reality, artificial intelligence, robotics, and IoT are transforming the industry. As businesses, you can only 'create value' and drive 'profitable growth' if you understand not only what customers 'need' but also what customers really 'want'. This strategic program meant for business leaders aims at delivering value for their organizations and clients.

COURSE HIGHLIGHTS

- How to enhance traditional strategy frame works with innovative digital approaches to create outstanding digital experiences
- Formulate and communicate a digital strategy to create value and profitable growth
- Understand the power of data in a digital world
- Embrace Innovation, remain flexible & agile, and be entrepreneurial to capture and apply profitable and new opportunities
- Identify Key Digital Levers to (co)-create and capture value by leveraging digital trends and new technologies
- Recognize Digital threats and opportunities

TARGET AUDIENCE

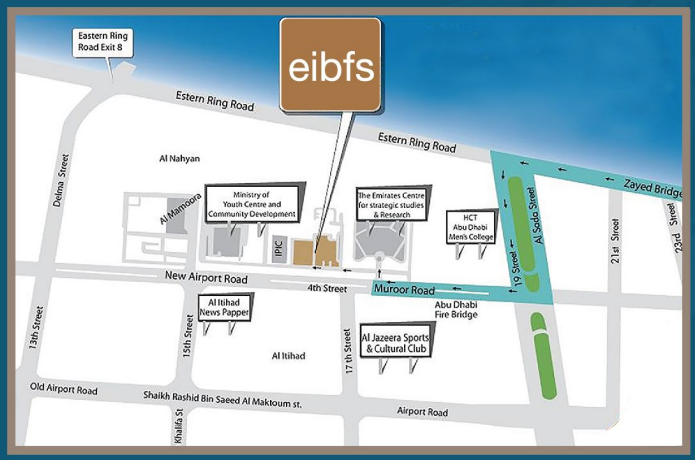
This course is targeted at Senior leaders and business heads.

DURATION

4 days at INSEAD Abu Dhabi campus.

LOCATION

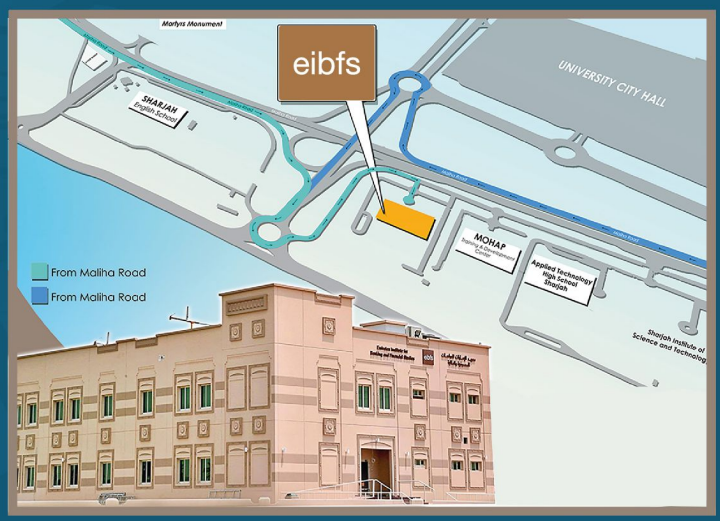
Abu Dhabi



معهد الامارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

Abu Dhabi Campus
Located on the Mouroor Street, EIBFS Building
Tel: (02) 4464666, Fax: (02) 4435222
P.O Box 7108, Abu Dhabi, UAE,
Email: admin@eibfs.com
www.eibfs.com

Sharjah



معهد الامارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

Sharjah Campus
Located in Sharjah University City,
Maliha Road, Opposite University City Hall
Tel: (6) 5728880, Fax: (6) 5723983
P.O Box 4166, Sharjah, UAE
www.eibfs.com

Dubai



معهد الامارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

Dubai Campus
Located in the Academic City, Al Ruwayyah Road
Opposite Zayed University, EIBFS Building
Tel: (4) 6070444, Fax: (4) 3206644
P.O Box: 341400, Dubai, UAE
www.eibfs.com

eibfs

Sharjah:
PO Box 4166, Sharjah, UAE
+971 6 572 8880 Ext. 180/181/183/185
+971 6 572 3983

Dubai:
PO Box 341400, Dubai, UAE
+971 4 607 0444 +971 4 320 6644

Abu Dhabi:
PO Box 7108, Abu Dhabi, UAE
+971 2 446 4666 Ext. 100 +971 2 443 5222

since 1983

www.linkedin.com/eibfs
www.facebook.com/eibfs
www.twitter.com/eibfs
www.youtube.com/eibfs
training@eibfs.com
www.eibfs.ae